

Cont. from front

automated system or speak to a Customer Care Advisor.

Payment arrangements for delayed bills

MLGW offers payment options to support customers who have accumulated usage and are now receiving multiple bills. This issue is due to a manufacturer malfunction in gas and water meter components. We apologize if this causes a financial hardship. Payment arrangements can be requested through the My Account app, webchat (mlgw.com/webchat), calling (901) 544-MLGW (6549) or by visiting a Community Office. If you choose to come to an office, use the QLess appointment system (mlgw.com/qlless) to reduce wait times.

Tree Trimming

MLGW has three tree-trimming contractors: ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services working to improve reliability by removing overgrown tree limbs. Service may be interrupted while crews trim trees near powerlines. We apologize for any inconvenience this may cause. Visit mlgw.com/treetrimming for more information or call (901) 544-6549 to report a tree that interferes with a service line.

Community Corner

Nov. 5: Memphis Japan Festival, Memphis Botanic Garden, 750 Cherry Road, 9:30 a.m. to 4 p.m. For ticket information, visit memphisjapanfestival.org.

Nov 16: Arlington Power Hour Meeting, Patriot Bank Community Room, 5340 Airline Road, Arlington, TN, 5 p.m. to 7 p.m.

Dec. 2: Bluff City Christmas Experience Parade, Hickory Hill, Winchester Street, 11 a.m. For more information, visit bluffcitychristmas.com

To submit an event for Community Corner, please send to corpcomm@mlgw.org and include "Community Corner" in the subject line.



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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 10/23



Cont. from front

automated system or speak to a Customer Care Advisor.

Payment arrangements for delayed bills

MLGW offers payment options to support customers who have accumulated usage and are now receiving multiple bills. This issue is due to a manufacturer malfunction in gas and water meter components. We apologize if this causes a financial hardship. Payment arrangements can be requested through the My Account app, webchat (mlgw.com/webchat), calling (901) 544-MLGW (6549) or by visiting a Community Office. If you choose to come to an office, use the QLess appointment system (mlgw.com/qlless) to reduce wait times.

Tree Trimming

MLGW has three tree-trimming contractors: ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services working to improve reliability by removing overgrown tree limbs. Service may be interrupted while crews trim trees near powerlines. We apologize for any inconvenience this may cause. Visit mlgw.com/treetrimming for more information or call (901) 544-6549 to report a tree that interferes with a service line.

Community Corner

Nov. 5: Memphis Japan Festival, Memphis Botanic Garden, 750 Cherry Road, 9:30 a.m. to 4 p.m. For ticket information, visit memphisjapanfestival.org.

Nov 16: Arlington Power Hour Meeting, Patriot Bank Community Room, 5340 Airline Road, Arlington, TN, 5 p.m. to 7 p.m.

Dec. 2: Bluff City Christmas Experience Parade, Hickory Hill, Winchester Street, 11 a.m. For more information, visit bluffcitychristmas.com

To submit an event for Community Corner, please send to corpcomm@mlgw.org and include "Community Corner" in the subject line.



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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 10/23



Cont. from front

automated system or speak to a Customer Care Advisor.

Payment arrangements for delayed bills

MLGW offers payment options to support customers who have accumulated usage and are now receiving multiple bills. This issue is due to a manufacturer malfunction in gas and water meter components. We apologize if this causes a financial hardship. Payment arrangements can be requested through the My Account app, webchat (mlgw.com/webchat), calling (901) 544-MLGW (6549) or by visiting a Community Office. If you choose to come to an office, use the QLess appointment system (mlgw.com/qlless) to reduce wait times.

Tree Trimming

MLGW has three tree-trimming contractors: ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services working to improve reliability by removing overgrown tree limbs. Service may be interrupted while crews trim trees near powerlines. We apologize for any inconvenience this may cause. Visit mlgw.com/treetrimming for more information or call (901) 544-6549 to report a tree that interferes with a service line.

Community Corner

Nov. 5: Memphis Japan Festival, Memphis Botanic Garden, 750 Cherry Road, 9:30 a.m. to 4 p.m. For ticket information, visit memphisjapanfestival.org.

Nov 16: Arlington Power Hour Meeting, Patriot Bank Community Room, 5340 Airline Road, Arlington, TN, 5 p.m. to 7 p.m.

Dec. 2: Bluff City Christmas Experience Parade, Hickory Hill, Winchester Street, 11 a.m. For more information, visit bluffcitychristmas.com

To submit an event for Community Corner, please send to corpcomm@mlgw.org and include "Community Corner" in the subject line.



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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 10/23



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW offers pilot light inspections

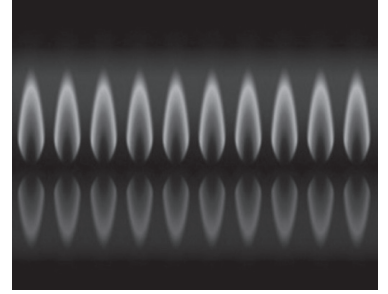
Pilot light inspections by appointment, the service is always free for customers who are 60 or older or disabled.

For others, there is a \$55 fee after October 15.

MLGW encourages customers to get their pilot lights inspected before winter. Appointments are available from 8 a.m. – 8 p.m. on Tuesdays, Wednesdays or Thursdays and on Saturdays from 8 a.m. – 4 p.m.

Customers can call 901-544-6549 and use the

Cont. on next panel



Cont. from front

automated system or speak to a Customer Care Advisor.

Payment arrangements for delayed bills

MLGW offers payment options to support customers who have accumulated usage and are now receiving multiple bills. This issue is due to a manufacturer malfunction in gas and water meter components. We apologize if this causes a financial hardship. Payment arrangements can be requested through the My Account app, webchat (mlgw.com/webchat), calling (901) 544-MLGW (6549) or by visiting a Community Office. If you choose to come to an office, use the QLess appointment system (mlgw.com/qlless) to reduce wait times.

Tree Trimming

MLGW has three tree-trimming contractors: ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services working to improve reliability by removing overgrown tree limbs. Service may be interrupted while crews trim trees near powerlines. We apologize for any inconvenience this may cause. Visit mlgw.com/treetrimming for more information or call (901) 544-6549 to report a tree that interferes with a service line.

Community Corner

Nov. 5: Memphis Japan Festival, Memphis Botanic Garden, 750 Cherry Road, 9:30 a.m. to 4 p.m. For ticket information, visit memphisjapanfestival.org.

Nov 16: Arlington Power Hour Meeting, Patriot Bank Community Room, 5340 Airline Road, Arlington, TN, 5 p.m. to 7 p.m.

Dec. 2: Bluff City Christmas Experience Parade, Hickory Hill, Winchester Street, 11 a.m. For more information, visit bluffcitychristmas.com

To submit an event for Community Corner, please send to corpcomm@mlgw.org and include "Community Corner" in the subject line.



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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 10/23



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW offers pilot light inspections

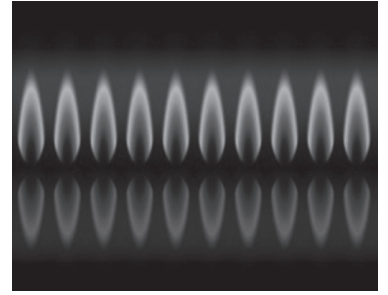
Pilot light inspections by appointment, the service is always free for customers who are 60 or older or disabled.

For others, there is a \$55 fee after October 15.

MLGW encourages customers to get their pilot lights inspected before winter. Appointments are available from 8 a.m. – 8 p.m. on Tuesdays, Wednesdays or Thursdays and on Saturdays from 8 a.m. – 4 p.m.

Customers can call 901-544-6549 and use the

Cont. on next panel



Cont. from front

automated system or speak to a Customer Care Advisor.

Payment arrangements for delayed bills

MLGW offers payment options to support customers who have accumulated usage and are now receiving multiple bills. This issue is due to a manufacturer malfunction in gas and water meter components. We apologize if this causes a financial hardship. Payment arrangements can be requested through the My Account app, webchat (mlgw.com/webchat), calling (901) 544-MLGW (6549) or by visiting a Community Office. If you choose to come to an office, use the QLess appointment system (mlgw.com/qlless) to reduce wait times.

Tree Trimming

MLGW has three tree-trimming contractors: ABC Professional Tree Services, Lewis Tree Service, Inc. and Kendall Vegetation Services working to improve reliability by removing overgrown tree limbs. Service may be interrupted while crews trim trees near powerlines. We apologize for any inconvenience this may cause. Visit mlgw.com/treetrimming for more information or call (901) 544-6549 to report a tree that interferes with a service line.

Community Corner

Nov. 5: Memphis Japan Festival, Memphis Botanic Garden, 750 Cherry Road, 9:30 a.m. to 4 p.m. For ticket information, visit memphisjapanfestival.org.

Nov 16: Arlington Power Hour Meeting, Patriot Bank Community Room, 5340 Airline Road, Arlington, TN, 5 p.m. to 7 p.m.

Dec. 2: Bluff City Christmas Experience Parade, Hickory Hill, Winchester Street, 11 a.m. For more information, visit bluffcitychristmas.com

To submit an event for Community Corner, please send to corpcomm@mlgw.org and include "Community Corner" in the subject line.



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



Just visit mlgw.com and click on the logos.



Customer Reference Number: 10/23



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW offers pilot light inspections

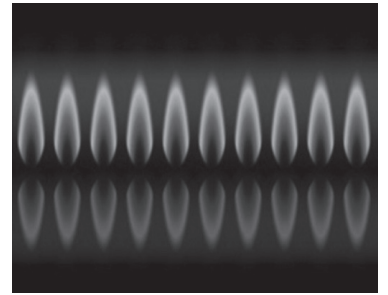
Pilot light inspections by appointment, the service is always free for customers who are 60 or older or disabled.

For others, there is a \$55 fee after October 15.

MLGW encourages customers to get their pilot lights inspected before winter. Appointments are available from 8 a.m. – 8 p.m. on Tuesdays, Wednesdays or Thursdays and on Saturdays from 8 a.m. – 4 p.m.

Customers can call 901-544-6549 and use the

Cont. on next panel



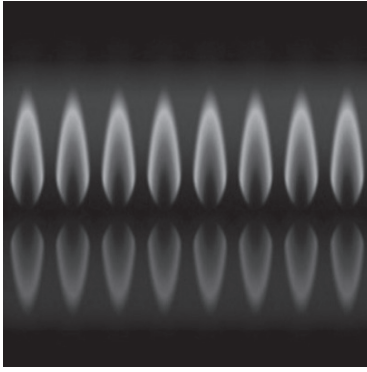
MLGW ofrece inspecciones de encendido del piloto

Las inspecciones de encendido del piloto son con cita previa, el servicio es siempre gratuito para clientes mayores de 60 años o discapacitados.

Para los demás, hay una tarifa de \$55 después del 15 de octubre.

MLGW insta a los clientes a hacer inspeccionar y encender el piloto del gas antes del invierno. Las citas están disponibles de 8 a.m. a 8 p.m. los martes, miércoles o jueves y los sábados de 8 a.m. a 4 p.m.

Los clientes pueden llamar al 901-544-6549 y utilizar el sistema automatizado o hablar con un asesor de atención al cliente.



Continúa

Continuación

Arreglos de pago para facturas retrasadas

MLGW ofrece opciones de pago para ayudar a los clientes que han acumulado uso y ahora reciben varias facturas. Este problema se debe a un mal funcionamiento de los componentes de algunos medidores de gas y agua. Pedimos disculpas si esto causa dificultades financieras. Los arreglos de pago se pueden solicitar a través de la aplicación My Account, chat web (mlgw.com/webchat), llamando al (901) 544-MLGW (6549), o visitando una oficina comunitaria. Si elige venir a una oficina, utilice el sistema de citas QLess (mlgw.com/qlless) para reducir los tiempos de espera.

Poda de árboles

MLGW tiene tres contratistas de poda de árboles: ABC Professional Tree Services, Lewis Tree Service, Inc. y Kendall Vegetation Services que trabajan para mejorar la confiabilidad mediante la eliminación de ramas de árboles demasiado grandes. El servicio puede ser interrumpido mientras las cuadrillas podan árboles cerca de las líneas eléctricas. Pedimos disculpas por cualquier inconveniente que esto pueda causar. Visite mlgw.com/treetrimming para obtener más información o llame al (901) 544-6549 para informar un árbol que interfiere con una línea de servicio.

Continuación

Arreglos de pago para facturas retrasadas

MLGW ofrece opciones de pago para ayudar a los clientes que han acumulado uso y ahora reciben varias facturas. Este problema se debe a un mal funcionamiento de los componentes de algunos medidores de gas y agua. Pedimos disculpas si esto causa dificultades financieras. Los arreglos de pago se pueden solicitar a través de la aplicación My Account, chat web (mlgw.com/webchat), llamando al (901) 544-MLGW (6549), o visitando una oficina comunitaria. Si elige venir a una oficina, utilice el sistema de citas QLess (mlgw.com/qlless) para reducir los tiempos de espera.

Poda de árboles

MLGW tiene tres contratistas de poda de árboles: ABC Professional Tree Services, Lewis Tree Service, Inc. y Kendall Vegetation Services que trabajan para mejorar la confiabilidad mediante la eliminación de ramas de árboles demasiado grandes. El servicio puede ser interrumpido mientras las cuadrillas podan árboles cerca de las líneas eléctricas. Pedimos disculpas por cualquier inconveniente que esto pueda causar. Visite mlgw.com/treetrimming para obtener más información o llame al (901) 544-6549 para informar un árbol que interfiere con una línea de servicio.

Continuación

Arreglos de pago para facturas retrasadas

MLGW ofrece opciones de pago para ayudar a los clientes que han acumulado uso y ahora reciben varias facturas. Este problema se debe a un mal funcionamiento de los componentes de algunos medidores de gas y agua. Pedimos disculpas si esto causa dificultades financieras. Los arreglos de pago se pueden solicitar a través de la aplicación My Account, chat web (mlgw.com/webchat), llamando al (901) 544-MLGW (6549), o visitando una oficina comunitaria. Si elige venir a una oficina, utilice el sistema de citas QLess (mlgw.com/qlless) para reducir los tiempos de espera.

Poda de árboles

MLGW tiene tres contratistas de poda de árboles: ABC Professional Tree Services, Lewis Tree Service, Inc. y Kendall Vegetation Services que trabajan para mejorar la confiabilidad mediante la eliminación de ramas de árboles demasiado grandes. El servicio puede ser interrumpido mientras las cuadrillas podan árboles cerca de las líneas eléctricas. Pedimos disculpas por cualquier inconveniente que esto pueda causar. Visite mlgw.com/treetrimming para obtener más información o llame al (901) 544-6549 para informar un árbol que interfiere con una línea de servicio.

Continúa

Rincón Comunitario

5 de noviembre: Festival Japonés de Memphis, Jardín Botánico de Memphis, 750 Cherry Road, de 9:30 a. m. a 4 p.m. Para obtener información sobre las entradas, visite memphisjapanfestival.org.

16 de noviembre: Reunión Power Hour en Arlington, Sala comunitaria de Patriot Bank, 5340 Airline Road, Arlington, TN, 5 a 7 p.m.

2 de diciembre: Desfile de la experiencia navideña de Bluff City, Hickory Hill, Winchester Street, 11 a. m. Para obtener más información, visite bluffcitychristmas.com.

Para solicitar la publicación de un evento en el Rincón Comunitario, envíelo a corpcomm@mlgw.org e incluya "Community Corner" en la línea de asunto.



Recordatorio: Inscríbese para recibir alertas de texto en mlgw.com/textalerts.

Rincón Comunitario

5 de noviembre: Festival Japonés de Memphis, Jardín Botánico de Memphis, 750 Cherry Road, de 9:30 a. m. a 4 p.m. Para obtener información sobre las entradas, visite memphisjapanfestival.org.

16 de noviembre: Reunión Power Hour en Arlington, Sala comunitaria de Patriot Bank, 5340 Airline Road, Arlington, TN, 5 a 7 p.m.

2 de diciembre: Desfile de la experiencia navideña de Bluff City, Hickory Hill, Winchester Street, 11 a. m. Para obtener más información, visite bluffcitychristmas.com.

Para solicitar la publicación de un evento en el Rincón Comunitario, envíelo a corpcomm@mlgw.org e incluya "Community Corner" en la línea de asunto.



Recordatorio: Inscríbese para recibir alertas de texto en mlgw.com/textalerts.

Rincón Comunitario

5 de noviembre: Festival Japonés de Memphis, Jardín Botánico de Memphis, 750 Cherry Road, de 9:30 a. m. a 4 p.m. Para obtener información sobre las entradas, visite memphisjapanfestival.org.

16 de noviembre: Reunión Power Hour en Arlington, Sala comunitaria de Patriot Bank, 5340 Airline Road, Arlington, TN, 5 a 7 p.m.

2 de diciembre: Desfile de la experiencia navideña de Bluff City, Hickory Hill, Winchester Street, 11 a. m. Para obtener más información, visite bluffcitychristmas.com.

Para solicitar la publicación de un evento en el Rincón Comunitario, envíelo a corpcomm@mlgw.org e incluya "Community Corner" en la línea de asunto.



Recordatorio: Inscríbese para recibir alertas de texto en mlgw.com/textalerts.

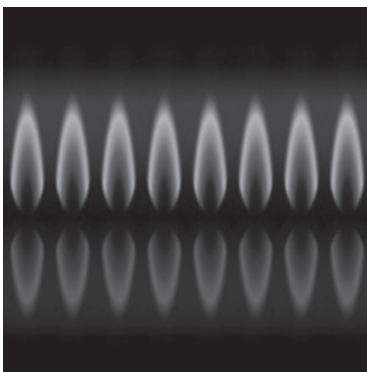
MLGW ofrece inspecciones de encendido del piloto

Las inspecciones de encendido del piloto son con cita previa, el servicio es siempre gratuito para clientes mayores de 60 años o discapacitados.

Para los demás, hay una tarifa de \$55 después del 15 de octubre.

MLGW insta a los clientes a hacer inspeccionar y encender el piloto del gas antes del invierno. Las citas están disponibles de 8 a.m. a 8 p.m. los martes, miércoles o jueves y los sábados de 8 a.m. a 4 p.m.

Los clientes pueden llamar al 901-544-6549 y utilizar el sistema automatizado o hablar con un asesor de atención al cliente.



Continúa