

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Text Alerts: Power Outages

Stay informed during power outages with text alerts. The new feature is available through your My Account on mlgw.com.

When there is a power outage Memphis Light, Gas and Water will send a text message alert to the customers affected. Another text message is sent when power is restored. Customers can reply with the word STAT to get an update on their outage or to report if the power is not restored.

To opt-in to text alerts:

- Log into your MLGW My Account
- Click the yellow "Accounts" tab
- Select "update"
- Next select "text alerts to phone number" and type in the number where you would like to receive alerts
- Hit submit



Natural Gas Costs Increasing

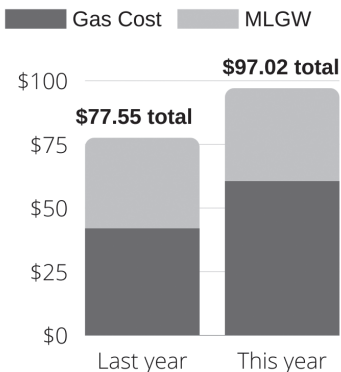
Your utility bill will likely increase this winter as the price of natural gas is trending higher all over the world.

There are things you can do around the house to help keep costs down:

- Install window insulation kits at home. They cost between \$5 - \$20 and seal your windows against the cold.
- For \$0 - \$10 stop drafts at the door by installing a door sweep or blocking any gap with a rolled-up towel.
- Seal gaps around windows and doors with spray foam or caulk. Foam or caulk costs around \$5 - \$15.

Read about natural gas prices on our website: mlgw.com.

Average Monthly Natural Gas Winter Bills
(December through April averaged)



\$1 Makes a Difference

You can make a huge difference to someone in our community by donating \$1 or more to the Plus-1 program. Donations from MLGW customers are distributed by the Metropolitan Inter-Faith Association (MIFA) to families and individuals in need of emergency utility assistance.

You can give a monthly gift, or make a one-time donation, whatever works best for you. There are several ways to give: sign up through your MLGW My Account; speak to a Customer Care agent at 901-544-6549; visit mifa.org/plus-1 and complete the donation form; or send a check or money order payable to Plus-1 to:

MLGW-Payments & Banking
P.O. Box 388
Memphis, TN 38145



Offices Closed for Holidays

MLGW administrative offices will be closed December 23 and 24 in observance of the Christmas holiday and December 31 for the New Year holiday. Please note, MLGW crews respond to power outages and emergencies as needed every day of the year.

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



Just visit mlgw.com
and click on the logos.



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