

## Sign Up for Outage Text Alerts

The New Year rolled into Memphis and Shelby County like a freight train when heavy rain and wind led to thousands of power outages.

Sign up for text alert messages from MLGW to make sure you get the latest information in an outage situation. The new feature is available through your My Account on [mlgw.com](http://mlgw.com).

In an outage, MLGW will alert affected customers through text. MLGW will send another text message when power is restored. Customers can reply "STAT" to get an update on their outage or 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



## No More Guessing

Take the guesswork out of your utility bill by signing up for MLGW's Budget Billing program. With Budget Billing, your annual energy expenses are spread out evenly over a 12-month period. Your bill is the same amount each month, so you always know how much your bill is going to be.

MLGW analyzes your usage over the past year, adjusts for rate changes and weather conditions, then divides the total into 12 monthly installments. The monthly amount may be adjusted up-or-down periodically depending on how much energy you are using. Visit [mlgw.com/BudgetBilling](http://mlgw.com/BudgetBilling) for more information.



## Budget Billing

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



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



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# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Reduce Energy Costs

Heating your home uses more energy and costs more money than any other system in your house. Heating typically takes up about 30% of your utility bill according to the Department of Energy.

Take steps to weatherize your home and you can keep costs low while staying comfortable. Here are some ideas:

- Seal gaps around windows and doors with caulk, spray foam or weatherstripping.
- Block doorway drafts with a door sweep or rolled up towel/blanket.
- Lower the temperature on your hot water heater. Most come pre-set at 140°. Change it to 120°. You will still have plenty of hot water for showers and cleaning.
- Set your thermostat to 68°. Turn it down even lower at night (7 – 10°), and you can save as much as 10% on your utility bill.

Find more conservation tips at [mlgw.com/WinterTips](http://mlgw.com/WinterTips).

