

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Smell Gas? Leave Fast!

If you smell gas, leave fast! Natural gas from MLGW is stinky and smells like rotten eggs or sulfur. If you smell gas, there may be a leak. Take these precautions:



- Leave immediately! Abandon your house, building, vehicle, equipment, etc.
- Do not cause sparks by smoking, using matches, phones, lights, electricity, or flashlights.
- Go outside or to a neighbor's house to call MLGW's Emergency Hotline 901-528-4465 and 911.
- Do not start vehicles or equipment near a leak.

Natural gas leaks typically result from damaged underground gas pipelines or household or business gas appliances. Have your gas appliances, heater, and water heater checked by a professional every year to ensure they are safe and work correctly. Learn more about natural gas at mlgw.com/residential/naturalgasleak.

Get on Track

Start 2022 off right and get on track with overdue bills. MLGW's "On Track" program helps customers who have fallen behind and have an account balance of more than \$600. To be eligible, customers must have a steady income and meet low-income guidelines. Customers can call 901-528-4820 or email mlgwOnTrack@mlgw.org to ask for a paper application; or, they can apply through My Account.



TGA License Plate

Check it out! The Tennessee Gas Association Scholarship Foundation created a new specialty license plate for Tennessee residents. It shows a natural gas pipeline and a gas worker in front of Tennessee hills. Sales of the specialty plate will help provide college scholarships to qualifying students. TGA must have 1,000 commitments before the plate goes into production. Visit tngas.org/license-plate to pre-order or for more information.

Sign Up for Text Alerts

Don't be left in the dark the next time the power goes out. Stay informed with text messages from MLGW. The new feature is available through your My Account on mlgw.com.

In a power 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

Offices Closed for Holidays

MLGW administrative offices will be closed on January 17, 2022, in observance of Dr. Martin Luther King, Jr. Day. 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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