

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Milestone: 500 Homes

Share the Pennies, the assistance program designed to help Memphis and Shelby County residents make their homes more energy efficient, celebrated a milestone in March when the 500th home was weatherized.

Weatherization is important in a city like Memphis where the energy burden is so high. According to a 2016 report, the energy burden for low-income households in Memphis is the highest in the U.S.

- **Energy burden** = The amount of household income spent on energy costs.
- **Low income households** = Households where the income is less than twice the poverty threshold.

Combine the energy burden with homes that are not energy efficient and you get higher than necessary utility bills. Program recipients say they see a difference immediately.

Interested homeowners apply for the program through the Metropolitan Inter-Faith Association (MIFA). Visit MIFA.org/ShareThePennies to leave your name and email address to be notified when the application period opens.

5 Steps Toward Assistance

An emergency assistance program is available for those affected by COVID-19 and can pay up to 12 months of rent and utilities. Here is how to apply:

1. Visit home901.org or text HOME901 to 21000 to complete the online application and upload the documents required.
 - a. For Spanish, text CASA901 to 21000.
2. If you do not have internet access, call 211 or email help@home901.org for help.
3. Applications are moved to a "selection pool." Selections are held on an ongoing basis.
 - a. Applicants who are not chosen stay in the selection pool for future drawings. **You do not need to reapply.**
4. Selected applicants have their documents reviewed to confirm eligibility.
5. If a selected applicant is eligible, a check is sent on behalf of the applicant to the landlord or MLGW.



Want to check out the facts about the source and quality of your drinking water? The 2020 Water Quality Report is available now at mlgw.com/waterquality.

In Your Neighborhood

Customers may notice a surveyor on their property in the coming weeks. MLGW is working with Heath Consultants to conduct a gas leak survey across Memphis and Shelby County. Workers will check the full length of the gas service, from the street to the gas meter, looking for leaks. If a leak is found, MLGW will return and repair the problem at no charge to the customer.

If a surveyor is unable to get to a customer's gas meter because of a locked gate or a dog in the backyard, they will have to come back. If this happens, the customer is asked to call the number on the yard sign left near the mailbox and schedule a return visit.

Surveyors wear an MLGW safety vest and MLGW ID badge. Customers that are unsure of the person working in the yard should ask to see the worker's identification.



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