

# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Memphians Step Up

When people are in need, Memphians step up and help. Nearly 40,000 MLGW customers have fallen behind on their utility bills since the COVID-19 pandemic hit Memphis and Shelby County in March 2020. The business community and individual customers are helping friends and neighbors through the MLGW Gift of Comfort program.

The Reaves Law Firm put more than \$9,200 towards utility bills for 29 families in the Whitehaven area. "It looks like I was selected by an angel," says recipient Loretta Gilliam. "That's what brought tears to my eyes. I'm so grateful."

Interested organizations can earmark donations for a certain

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## Utility and Rental Assistance

A grant from the U.S. Department of Treasury will provide Shelby County residents direct financial assistance for those behind on utility bills, rent, or mortgage. Applicants must provide documentation including proof of income, COVID-19 hardship (like proof of being behind on bills, loss of income, eviction and cut off notices).

The amount of assistance is determined by need. To get started visit [home901.org](http://home901.org), or text HOME901 to 21000. For Spanish, text CASA901 to 21000. If you do not have internet access call 211 for information about office hours. Someone will be available to walk you through the application. Program associates can even scan and upload the required documents.

Funding for the program expires at the end of this year so apply as soon as you are able.

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ZIP code area, or family by contacting MLGW Corporate Social Responsibility at 528-4820. Gifts for a specific friend or family member can be made online at [mlgw.com/giftofcomfort](http://mlgw.com/giftofcomfort). All you need is a credit or debit card and the customer's first initial, last name and the street number of their address.

Read about other businesses and individuals that are giving the Gift of Comfort. You will find more details on our blog: [mlgw.blogspot.com](http://mlgw.blogspot.com).



## Prepare for Storms

Warmer weather can bring severe and damaging storms to the Mid-South. Make an emergency plan now so you and your family are prepared when bad weather hits.



- Do you have medicine that needs to be refrigerated? Or medical devices that run on electricity? Talk to your doctor or another healthcare provider about a backup plan in case of power outages.
- Pack an emergency kit. It should include batteries, a flashlight, a battery powered radio and a first aid kit to name a few things. Find a checklist for building your kit at [ready.gov/kit](http://ready.gov/kit).
- Make a plan with your family. You may not be together when an emergency hits. Decide ahead of time on a safe location for your family to meet if there is an emergency. If you have pets, make sure the location is animal friendly.

For tips on weathering any type of disaster, visit [ready.gov](http://ready.gov).

Want to check out the facts about the source and quality of your drinking water? The 2020 Water Quality Table can be found on MLGW's website at [mlgw.com/waterquality](http://mlgw.com/waterquality). MLGW's full annual Water Quality Report will be on our website in May.

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