

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Utility and Rent Assistance

Millions of dollars are available through the Emergency Rental Assistance (ERA) program. The program helps cover rent, utilities, and moving assistance for anyone who has suffered a loss of income due to COVID-19. Funds are available for residents and for landlords.

You must apply to the program first. If you are selected, payments are made directly to your landlord or Memphis Light, Gas and Water.

For information, or to apply for assistance you can visit the website www.home901.org, or text Home 901 to 21000. You can also call 211 if you do not have easy access to the internet.



Let us pay your past due
rent & utility bills.

www.home901.org OR text HOME901 to 21000

Find and Fix Leaks

Does your toilet make noise when not in use? Does water trickle down the side of the bowl, or does the floor around your toilet feel spongy or soft? You may have a leak. October is national toilet tank repair month. Fix leaky toilets to keep utility costs low and to help conserve water.



A leaky toilet wastes about 200 gallons of water a day according to the Environmental Protection Agency (EPA). If left to leak for a year, a toilet will waste enough water to fill two swimming pools. Keep in mind, the City of Memphis bases sewer charges on water use, so if a leaky toilet doubles your water bill, your sewer fees double too.

You can probably fix most toilet leaks yourself. Checkout the "find a leak/fix a leak" guide from the Moulton Niguel Water District in California. It is recommended by the EPA. Find it online at www.mnwd.com/fix-a-leak/.

Student Art Contest

Tell the student, or students in your life, MLGW is preparing for the 2021 Poster Art Contest. Winners of the 2020 Poster Art Contest took home a canvas print of their work, a \$125 gift card to Michael's, a certificate from MLGW and an imprinted glass award. Be on the lookout for more information on the 2021 contest.

Winter Moratorium Program

MLGW's Winter Moratorium program ensures uninterrupted service to senior citizens at least 60 years old and to disabled customers during the winter months. The program delays any pending cutoffs of residential services for qualified customers during the months of December, January, and February.



There are no income restrictions for the Winter Moratorium program; however, applicants can only have a balance of \$199.99 or less on their utility bill on November 30 when the program begins.

The deadline to apply is November 15. Applications are available mlgw.com, at the Aging Commission, at MIFA offices, and by calling 901-544-6549.

Offices Closed for Holidays

MLGW administrative offices will be closed Thursday, November 11 in observance of Veterans Day; as well as November 25 and 26 for the Thanksgiving 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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