

## When Will the Holes in the Street be Repaired?

Each winter, you may see utility and other excavations that have been repaired and covered with concrete, but not final-paved with asphalt. Every year, area asphalt production plants close down for winter's cold weather for as long as 90 days. So the source of asphalt for these repairs is suspended. Paving areas in progress after MLGW utility work are always marked by orange cones and barricades and often covered with metal plates in high traffic lanes. MLGW will continue to survey these locations until repairs are made and asphalt final-paving resumes in the spring. If you have any issues or concerns about MLGW asphalt paving in your area, contact MLGW Customer Care at 544-6549.



## Keeping Natural Gas Prices low

As a result of natural gas prices increasing worldwide, your utility bill will likely increase by 20 to 30 percent this winter.

If you would like to keep your natural gas prices down on your utility bill this winter, here are some ideas:



- Set the thermostat to 68 degrees or lower at bedtime.
- Close off vents and doors to secluded rooms.
- Stop door drafts with a rolled-up towel or door sweep.
- If you have central heat, replace your air filter regularly.
- Install window film insulation kits.

With these tips, you could lower your natural gas costs.

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

**WINTER: Set the Thermostat at 68° or Lower to Save.**

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# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Winter Storm Landon Brings Ice and Power Outages

On February 3, 2022, the Mid-South experienced a historic ice storm that caused many of our customers to lose power. Fallen trees and cold temperatures frustrated restoration efforts as the ice storm impacted 233,640 customers. This storm was the fourth worst to hit our area. MLGW and contracted crews worked 16-hour shifts to get everyone restored by Monday, February 14. Crews came from Alabama, Illinois, Kentucky, Louisiana, Ohio, Oklahoma, Tennessee, Texas and Virginia to assist with power restoration. Rough estimates put the cost of the storm at approximately \$14 million. We appreciate the community's patience and thank all MLGW employees for their service.

