

MLGW Community Offices

Downtown Community Office
245 South Main Street, 38103

Lamar Community Office
2935 Lamar Avenue

Millington Community Office
5131 Navy Road 38053

Whitehaven Community Office
1111 East Shelby Drive

** New customers must visit an MLGW
Community Office to sign-up*

Call for assistance

Customer Care Center: (901) 544-6549



**Simply putting
energy usage in
your hands!**

Taking Control:

CONVENIENCE

*

FLEXIBILITY

*

CLARITY

Sign-up for PowerPay today!



**Taking control
with the no bill, no
hassle option that
lets you pay for
energy upfront!**



PowerPay is for all MLGW residential customers who have smart meters, giving you the freedom to set your utility budget.

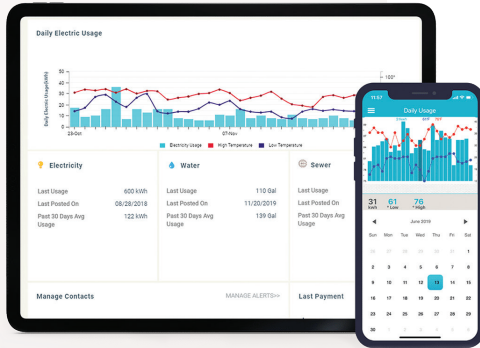
Why PowerPay?

Eliminate end-of-the month bill surprises, deposits, reconnection and late fees! Set your balance and usage according to what you need throughout the month! You can “refuel” as often as you choose.

Sign-up is easy!

Open your account with as little as \$100. Opt-in to receive emails, text and/or voice calls when your balance is running low or reaching a certain amount. New customers must visit an MLGW Community Office, while existing customers have the option to enroll by calling (901) 544-6549.

Set your notifications for common alerts including balance updates, payment confirmations, pending disconnects and recommendations for when to add funds to your account. We suggest making payments in \$50-increments, but you're in control of how much you pay to maintain your account.



PowerPay Benefits You!

Payment flexibility: Choose when you want to make payments instead of receiving a monthly bill.

Usage flexibility: Be informed about your active usage and how to adjust your energy use for energy and monetary savings.

Similar programs in other cities have helped customers shave about 10 percent from their consumption just by being more aware of how much electricity they use.

Ways to PowerPay

Making payments is simple and can be done in the My Usage app, in our community offices, online, at authorized agents, self-service kiosks and over the phone. Online and pay-by-phone payments require you to set up a My Account login at mlgw.com.

Instant Connection

Coupling the automation of smart meters with the ease of PowerPay means quicker service delivery. Faster service is a big-time saver because let's face it—life happens. In the event your services are disconnected, you have them restored in an hour or less after making a payment—24 hours a day, 7 days a week!