



MLGW PAYMENT & ASSISTANCE PROGRAMS



Plus1 helps pay for utility bills for people in need. MLGW customers fund the program through one-time donations or by adding a dollar or more to their utility bill each month.



MLGW's **Gift of Comfort** lets you make a utility payment as a gift. The program gives individuals, businesses or organizations the chance to make a payment towards a customer's utility bill as a gift.



On Track is designed to help residential customers with limited incomes to manage debt and pay off their bills over time. The program focuses on education, financial management and social services assistance.



Share the Pennies is a bill round-up program providing grants to low-income homeowners for weatherization and energy efficiency repairs. Example: If your utility bill is \$113.50, it's rounded up to \$114 and 50 cents is added to the fund.



PowerPay is an alternative to traditional monthly billing, allowing you to purchase utilities in advance and monitor your usage in real time.



Budget Billing allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expenses. It simply lets you average out your annual energy expense over a 12-month period and lets you know ahead of time what your monthly payment will be.



Winter Moratorium provides elderly (60+) and disabled customers uninterrupted utility service during the coldest months of the year (December 1–March 1).



Weather-Related Moratorium: MLGW will suspend the disconnection of service for non-payment during extreme weather conditions.



Holiday Bill Break Moratorium: MLGW will defer disconnections for non-payment of residential services on an annual basis between December 15 and January 14.



EnergySmart Memphis is an energy education and home improvement initiative designed to help Memphians save money on their energy costs. EnergySmart Memphis is a partnership between MLGW, City and County government agencies, CDCs and non-profit organizations and the Tennessee Valley Authority (TVA).



Energy Doctor: MLGW's Energy Technicians make house calls to perform energy surveys. The customer receives a customized report that includes a breakdown of home energy usage and recommendations for reducing energy waste.



Life Support: Special efforts are made to provide uninterrupted power supply for customers on physician-certified, non-portable life-sustaining equipment. Life Support customers are not relieved of the responsibility for full payment of their bill.

**For more information about any of these programs,
visit mlgw.com.**

