

DELAYED BILLS

FREQUENTLY ASKED QUESTIONS



What Caused Delayed Bills?

Bills are typically delayed when a meter fails and stops recording usage. Zero consumption is recorded if the meter has failed for an entire billing cycle, creating an “exception” in the billing system. We hold the entire bill until that problem could be corrected. We discovered the majority of the exceptions were caused by gas and water meter component failures.

What’s the Extent of the Problem?

As of February 2, approximately 18,000 commercial and residential customers have been impacted (less than 2 percent of active accounts). These 18,000 customers have not received a bill for between one and three months because one of their utility services is in exception status. Of these, 91 percent of the delayed bills are less than 90 days old.

What Happens Now?

MLGW will be issuing all delayed bills. Customers will receive a letter detailing the delay of the bill(s). Each bill will clearly show which service has been estimated. We have increased dedicated staff to process these bills faster. Customers can call (901) 544-6549 to request a payment arrangement if needed.