

# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Beware of scammers!

Be on alert for scam callers threatening to disconnect service unless immediate payment is made. Scammers' "spoofing" makes it look like calls are coming from MLGW, but they are not. If you receive these calls, hang up on the criminal! While MLGW mails cut-off notices to customers and uses auto-dialers alerting them that payment must be made to avoid cutoff, we will never ask customers to call a 1-800 number or buy a prepaid debit card. If you get such a call:



- Hang up the phone.
- Never give out personal financial information over the phone.
- Residential customers, call 544-6549; business customers, call 528-4270 if you have concerns. More info: [mlgw.com/scamalerts](http://mlgw.com/scamalerts)
- If you've been scammed, report it to the police.
- Check your balance in **My Account** online.

## Safe Energy Audits

The COVID-19 pandemic forced MLGW to reimagine the ways it provides customer service. Case in point – **Michael Hamrick Jr.**, Residential Energy Services, an MLGW Energy Technician who visits customer homes and conducts top-to-bottom audits, looking for ways to weatherize.

To protect the customer and himself, Michael wears a face mask, shoe covers, a hazardous hot suit and latex gloves, and also maintains a six-foot social distance during home audits. To limit the risk of coronavirus, MLGW energy techs limit in-home visits to one per day. Home visits are required as part of the Share the Pennies program which provides weatherization grants to low-income homeowners. More info: [MIFA.org/sharethepennies](http://MIFA.org/sharethepennies).

MLGW also offers virtual home audits for customers needing help to reduce their energy use and utility costs. Energy techs use FaceTime and Google Duo on a live, virtual tour of the customer's home to evaluate the home and recommend ways to improve energy efficiency.

There is no cost for these services. Homeowners and renters can call 528-4188 or visit [mlgw.com/energydr](http://mlgw.com/energydr) to request a virtual energy audit.



## Need utility bill help?

In the worst throes of the pandemic, many customers are having problems paying utility bills and avoiding cutoffs. If you're having bill payment challenges, here are some ways to get help.

- MLGW offers a one-time extended payment plan allowing eligible customers to pay past due balances over a 12-month period. You must pay at least 25% of your total bill up front; 15% with a demonstrated hardship.
- Need a few days? You can request a payment arrangement using MLGW's **My Account** App or online, or by phone using our interactive IVR system at 544-6549 or through our web chat.
- **PrePay** and **On Track** are always available to help. Find info on all our assistance programs at [mlgw.com/residential/assistanceprograms](http://mlgw.com/residential/assistanceprograms). For info on available bill payment plans/arrangements: [mlgw.com/COVID-19](http://mlgw.com/COVID-19) or call 544-6549.

### Community utility-assistance resources:

**MIFA:** [mifa.org/emergencyassistanceeligibility](http://mifa.org/emergencyassistanceeligibility) or [mifa.org/applyonline](http://mifa.org/applyonline)

**Community Services Agency (CSA):** [shelbycountycsa.org](http://shelbycountycsa.org) or 222-4212 or for more info dial 2-1-1 or 415-2790

**United Way:** [call.drivingthedream.org](http://call.drivingthedream.org) or call 1-888-709-0630

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



Customer Reference Number: 2/21

