

MLGW assistance programs for residential customers

Extended Payment Plan: In certain instances, MLGW may establish a repayment plan of a past due balance in addition to the regular utility bill.

Net Due Date Program: If you are retired or on a fixed income and receive only one check at the beginning of each month, you may qualify for this plan. You may request that the net due date on your bill be delayed until after you have received your check.

Winter Moratorium: Memphis Light, Gas and Water's Winter Moratorium provides elderly (60+) and disabled customers uninterrupted utility service during the coldest months of the year (December 1–March 1), however customers are not relieved of their obligation to pay.

Third Party Notification: You may designate a third party for us to notify in the event of a pending service cutoff due to non-payment or insufficient payments. The third party will not be responsible for paying your bill, but will act as an additional communication link. Call (901) 544-6549 for more information.

Plus-1: Plus-1 is a program administered by the Metropolitan Inter-Faith Association (MIFA) to pay utility services for people in need. Memphis Light, Gas and Water customers fund the program through one-time donations or by adding a dollar or more to their utility bill each month. Since its inception in 1982, Plus-1 has provided millions of dollars in assistance to families in crisis in Memphis and Shelby County. Plus-1 recipients come from all walks of life, yet due to genuine hardships such as debilitating illness or recent unemployment, their financial resources are thoroughly exhausted.

On Track: Behind on your bills? Struggling to make ends meet? Have you been impacted by COVID-19? Want to learn how to save energy and money? On Track, a payment program provided by MLGW, may be able to help you. The program provides energy and financial information to customers in need of help. By joining the program and working together with MLGW staff, you can get back "On Track" with all your bills. On Track is designed to help residential customers with limited incomes to manage debt and pay off their bills over a period of time. The program focuses on education, financial management and social services assistance.



Budget Billing: Would you like to know what your utility costs will be each month, even before you receive your bill? You can - with Budget Billing, a Memphis Light, Gas and Water program that allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expense. It simply lets you spread out your annual energy expense over a 12-month period and let you know ahead of time what your monthly payment will be. So you'll be able to manage your household budget a whole lot easier.

Autopay: Simply authorize your bank and MLGW to automatically deduct your utility bill from your checking account each month. You will still receive your utility bill statement so that you can monitor your usage. However, instead of sending your payment back through the mail, the amount will be deducted directly from your checking account on (or in some cases, 1-2 days after) the net due date shown on your bill.

For more information about these programs, call the Memphis Light, Gas and Water Customer Care Center at (901) 544-6549 or visit mlgw.com. Brochures are also available online for a number of these programs.

MLGW in the Community: Due to coronavirus (COVID-19) precautions, many community events have been postponed or canceled. Due to Shelby County's Safer at Home orders and social distancing measures, our MLGW in the Community section will be in hiatus until events resume.

Please note: We encourage customers to use MLGW's My Account as a safe option instead of coming into a community office. Signing up is easy. Go to mlgw.com or download our app.

A great gift this season

Show someone you care through MLGW's Gift of Comfort program. You can help by applying money to someone's utility bill. Complete the Gift of Comfort form at mlgw.com and follow the mailing instructions, or talk to a Customer Care representative for more information. Your gift will show as a credit on the recipient's MLGW bill.



Community Outreach is produced by MLGW's Corporate Communications department. If you have any questions, concerns or suggestions about Community Outreach, please call (901) 528-4820 or (901) 528-4557.

Corporate Communications, Memphis Light, Gas and Water Division
P.O. Box 430, Memphis, TN 38101-0430

Winter Conservation Quiz Answers:
1. b; 2. b; 3. d; 4. a; 5. a; 6. d.

Community OUTREACH

News to the Neighborhoods from Memphis Light, Gas and Water Division

January/February 2021

Community Outreach is now only available electronically

Community Outreach is now only available online or by email. You can visit mlgw.com/communityoutreach to read or print this and future issues, or receive an email link of the publication by request at: commrelations@mlgw.org.

Happy New Year!

First and foremost, MLGW employees and I would like to wish you a safe and enjoyable Happy New Year! It may be difficult with all the challenges of 2020, but we can revel in the meaning of the Holidays, the memories, and the love of family and friends while staying safe in this pandemic.



At MLGW, we continue to focus on the future and you, our customers. To help you make payments safely, we have added new payment locations in stores around the county. During the pandemic, we have offered a continuing level of service and assistance to residential and business customers (with added COVID-19 safety protocols). We also launched a new, enhanced MLGW app. You can find out more on our website.

All the best in the New Year! At MLGW, 2021 will be a year of decisions about the future while considering the needs of our customers first and foremost. Stay tuned.

J.T. Young MLGW President and CEO

MLGW 2021 budget approved by City Council

Memphis City Council approved recently the 2021 MLGW budget.

The Council's swift approval means MLGW can continue to execute its five year Service Improvement Plan, which includes the concurrent Way Forward Plan. Some delays were encountered in 2020 due to the COVID-19 pandemic, but everything should be back on schedule by the end of 2021. Here are some other budget highlights:

- MLGW Way Forward new efficiencies/savings of over \$91 million have been incorporated as a source of funding for our service improvement plan. Annual savings of \$40 million/year are included annually thereafter.
- Obtaining operational efficiencies and savings primarily through position reductions.
- Total O&M growth of 2% driven primarily by wage increases and increased professional outside services and contracts offset by the position reductions mentioned above.
- Capital expenditures budget continues the infrastructure replacement work outlined in the Way Forward Plan.



U.S. Supreme Court favors Tennessee, Memphis and MLGW in water case

In 2014, Mississippi sued Tennessee, Memphis, and MLGW in an original action before the U.S. Supreme Court seeking roughly \$1 billion in compensation as it asserted that Memphis was "stealing" its groundwater.

In 2015, the Supreme Court appointed a Special Master to hear the case and take evidence on the facts at issue. After discovery, motion practice, an evidentiary hearing, briefing on the

issues and closing arguments, the Special Master issued a report agreeing with MLGW and Tennessee that the water at issue is an interstate resource.

Based on his analysis, the Special Master recommended dismissal of the case, with leave to Mississippi to seek an equitable apportionment, a remedy that Mississippi has so far disclaimed any interest in pursuing.



New electric rate reduction

MLGW has announced new electric rate schedules effective for most customers. The new schedules are a result of a temporary, one-year, 2.5% power cost decrease by TVA, saving MLGW customers approximately \$20 million or 1.6% on their cumulative electric bills. Individual customers can expect a savings of around \$2 per month. The rate schedules can be viewed on MLGW's website at mlgw.com/residential/residentialrates.

Fourth MLGW Mobile Food Pantry

Due to the success of MLGW's Mobile Food Pantries in June, July and September of 2020, MLGW again partnered with the Mid-South Food Bank to help families affected by Covid-19 and the ongoing pandemic. MLGW volunteers staffed a Mobile Food Pantry in partnership with the Food Bank on Friday, December 11 at MLGW's Joyce M. Blackmon Training Center on Raleigh-LaGrange.

About 40 MLGW employee volunteers placed food boxes in the vehicles of about 300 recipient families. MLGW is proud to partner with the Mid-South Food Bank, whose mission is to change lives by eliminating hunger in the Mid-South by providing food for families, children and seniors. We can impact their lives by helping solve one of the biggest struggles they face: getting enough nutritious food to eat to live a healthy life, especially with the pandemic causing large-scale unemployment and financial distress.



MLGW named Operation Feed Top Donor

MLGW was recognized once again as a top contributor to Operation Feed with the Mid-South Food Bank in 2020. The year just passed, the Operation Feed campaign was held during the entire month of September with a \$30,000 goal. Each employee was asked to donate \$20 which is equivalent to \$135.60 in Food Bank money and the equivalent of 60 nutritious meals.

- The 39-year-old Mid-South Food Bank serves 31 counties in the Mid-South, Mississippi, West Tennessee and Arkansas.
- Since March 2020, the Food Bank has given out 25.7 million pounds of food for an average of 5.1 million pounds of



food distributed each month.

- More than 400,000 people are food insecure in the Mid-South. Many are senior citizens and 23.3% are children. COVID-19 has increased these numbers.

"We are pleased with the success and cooperation of all the employees that made a contribution, in spite of the pandemic obstacles. For 2020, we had to do our first virtual campaign without key people in each area collecting. We reached our goal of \$30,000 and we provided 95,203 meals. We came in first place in the category of 1,000 to 4,999 employees," said campaign co-chair and MLGW employee Liz Williams.

Help is available for overdue utility bills



Avoid disconnection. If you need help paying your MLGW bill, here are some resources for aid.

MIFA: mifa.org/emergencyassistanceeligibility or mifa.org/applyonline

Community Services Agency (CSA): shelbycountycsa.org or 901-222-4212 or for more info dial 2-1-1 or 901-415-2790

United Way: call.drivingthedream.org or call 1-888-709-0630

MLGW bill payment plans/arrangements: mlgw.com/COVID-19 or call 901-544-6549

Winter conservation quiz

Winter is here, and it's time to conserve energy while staying warm at the same time. There are many ways you can conserve and save on your utility bills. So take this fun and enlightening winter conservation quiz, and see how well you know how to conserve and save. The answers are on the back page.

1. During the winter, set your thermostat on 68° or lower. Every degree below 68° can save you ____ on your heating bill.

- a. 2%
- b. 4%
- c. 6%

2. MLGW's Winter One-Stop is:

- a. A place to buy blankets and firewood.
- b. A page on mlgw.com where customers can learn energy saving tips to save on their energy bills this winter.
- c. A stop sign.

3. Which one of the following will not help you to save on your energy bills this winter?

- a. Caulk cracks around windows and doors.
- b. Install storm windows and doors.
- c. Lower or turn off thermostat when leaving your home for four hours or more.
- d. Open all windows and doors while running your heating unit at full blast.

4. Central heating air filters should be changed every 30- 90 days.

- a. True
- b. False

5. Wearing layered clothing and thick socks to keep warm, adding extra blankets, and lowering or turning off your thermostat when leaving your home for four hours or more are all ways to help

you save this coming winter.

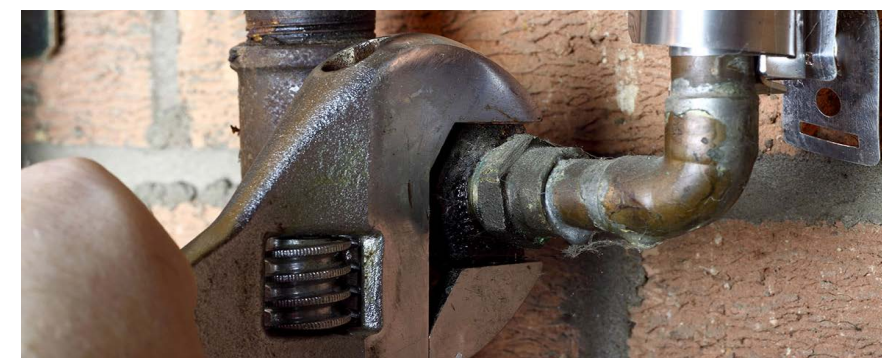
- a. True
- b. False

6. When trying to stop the influx of cold air and drafts in winter, you should:

- a. Caulk cracks around windows and doors.
- b. Add attic insulation of R-30 value or better.
- c. Seal drafty spaces behind light switches and electrical outlet plates with foam gaskets.
- d. Do all of the above.

For more energy-saving tips, visit MLGW's website at mlgw.com, click on the Save Energy link at top right, highlight Energy-Saving Tools in the left hand column and look for winter tips.

— Quiz answers on back page



In case of a gas leak...

MLGW's gas pipelines are extremely strong, durable and safe, yet there is a potential for natural gas leaks due to digging, construction or excavation. Gas leaks can lead to life-threatening conditions such as carbon monoxide poisoning or an explosion. While it's highly unlikely you will encounter a gas pipeline leak, here's how to recognize the signs and respond:

- The rotten-egg-like odor of natural gas could indicate a pipeline leak.
- Warning signs near a gas line include bubbling water, blowing dirt, dead plants or a hissing sound.
- Don't look for a leak or try to stop it; don't use anything electrical near it – not even a cell phone.
- Leave the area, and then call MLGW's emergency line at 528-4465.
- Before doing any digging, call Tennessee One Call at 811 to have pipeline locations marked. For more information, visit mlgw.com.

Winter homeowner safety tips for natural gas

If you have a gas stove or furnace, make sure the flame burns steady and blue. A yellow-orange tipped, dancing, hissing or shapeless flame is a sign of incomplete combustion which results in dangerous carbon monoxide build-up. Carbon monoxide is odorless and causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Have gas appliances inspected and serviced annually, and make sure they are properly vented. Never heat your home with a gas stove; that's a fire and carbon monoxide hazard. Natural gas smells like rotten eggs or sulfur. If you smell gas:



- Leave the area immediately.
- Do not smoke, or use anything that produces an open flame.
- Do not operate electrical or battery powered equipment, light switches, flashlights or any phones. A small spark could cause an explosion.
- Call MLGW at 528-4465 or 9-1-1.

Winterize before everything freezes!

Remember to winterize your outdoor water faucets and irrigation system before a winter freeze. Water can freeze inside sprinkler housings and hoses and may burst or rupture parts. Clean and store sprinklers in a dry place. Disconnect hoses from their water source and drain them of any remaining water. Neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets.