

prevents the disconnection of utilities during winter months (December through February). Applications may be obtained by calling 544-6549 or by visiting us online at [mlgw.com/wintermoratorium](http://mlgw.com/wintermoratorium). Deadline to register is November 15 each year.

## MLGW's Customer Care Center

Service Advisors are available to assist you Monday – Friday, 8 a.m. to 6 p.m.

### Call 544-6549:

- Start, stop or transfer service, or report service maintenance needs
- Reconnect service (disconnected for non-payment); account billing inquiry; payment arrangements; request a duplicate bill; other billing-related questions

Also, visit us online at [mlgw.com](http://mlgw.com), where you'll find valuable information about your utility services 24 hours a day, 7 days a week!



# Special Assistance Programs



*The following information is designed to give an overview of many of the programs offered to MLGW customers. For more details, call the telephone number provided in the program description, or visit us online at [mlgw.com](http://mlgw.com).*

## **Agencies: CSA, MIFA & United Way**

The Shelby County Community Services Agency (CSA) administers funds from the Low Income Home Energy Assistance Program (LIHEAP) to qualified applicants. Applicants must meet income and other program criteria to qualify. Call the CSA Hickory Ridge Mall office at 222-4212 or visit [shelbycountycsa.org](http://shelbycountycsa.org). You can MIFA at 527-0226 or go to <https://www.mifa.org/emergencyassistanceeligibility>. United Way assistance information can be found by going to <https://call.drivingthedream.org> or calling 1-888-709-0630.

## **Energy Doctor**

Energy technicians make house calls to perform an energy survey. The customer receives a customized report that includes a breakdown of home energy usage and recommendations for reducing energy waste. For more information, call our Residential Services department, 528-4188.

## **On Track Program**

A program designed to assist low-income customers who have fallen behind on their bills. In order to qualify for the program, customers must have steady income, meet low-income guidelines and no history of bankruptcy in the past six years, and have an MLGW account balance of more than \$600. The On Track Program focuses on budgeting and energy conservation education. Enrollment is year-round. Applications are available online at [mlgw.com/residential/ontrack](http://mlgw.com/residential/ontrack) and at all Community Offices.

## **Payment Arrangement**

MLGW urges customers to contact us and enter into a payment arrangement to avoid a disconnection of utility services. MLGW considers disconnecting utility service for non-payment as a last resort and would rather work out a satisfactory payment arrangement. Customers in hardship situations may request an extension of their current bill's due date, provided certain criteria are met and payment arrangements are maintained. Call the Customer Care Center, 544-6549 or visit [mlgw.com/payarrange](http://mlgw.com/payarrange).

## **Net Due Date Program**

MLGW allows residential customers to change their due date to the 12<sup>th</sup> of each month if they are receiving income in the form of Social Security, Disability or pension once a month, and are not supplementing that income. The customer must: sign a Net Due Date Agreement, present supporting documentation such as a driver's license, verification of income and/or a signed statement from their physician (if applicable), and pay the current bill which includes the deferred amount by the net due date.

## **Pilot Light-Up**

MLGW offers complimentary pilot light-ups and natural gas safety inspections for elderly (60 years of age or older) and disabled customers. Call the Customer Care Center, 544-6549, for details or to schedule an appointment.

## **Life Support**

Special efforts are made to provide uninterrupted power supply for customers on physician-certified, non-portable life-sustaining equipment. To place your name on this register, call 544-6549. Life Support customers are not relieved of the responsibility for full payment of their bill.

## **Budget Billing**

Take the guesswork out of your monthly budget with this program that allows customers to pay their utility bills in fixed monthly installments. Call MLGW's Customer Care Center at 544-6549.

## **Third Party Notification**

This notification program allows a designated person to be notified by mail when a cut-off notice is mailed to the customer. To take advantage of this safeguard, call 544-6549.

## **Plus-1**

Plus-1 funds are collected from MLGW customers' contributions of \$1 or more on their monthly utility bills. All funds go directly to MIFA's Emergency Assistance Program. Plus-1 funds provide one-time utility assistance to eligible customers facing unforeseen hardships. For details on receiving assistance, call MIFA at 527-0226 or visit [plus1memphis.org](http://plus1memphis.org). To find out how you can contribute to the fund, call 544-6549.

## **Share the Pennies**

Share the Pennies provides grants to low-income homeowners to make weatherization repairs in their homes (e.g., fixing broken windows, repairing HVAC, sealing doors, stopping water or gas leaks). Customers must own their home and meet income requirements. For more information, visit [mifa.org/sharethepennies](http://mifa.org/sharethepennies).

## **Winter Moratorium**

This is a program for registered seniors (age 60 and above) and/or disabled customers that