



## **MLGW Update: Billing challenges related to malfunctioning water and gas meters.**

### **BACKGROUND:**

Some customers will continue to receive estimates on their gas and water usage in their next bills, as MLGW crews and contractors work on a manufacturer provided solution to repair meters that show no usage readings.

Last year, MLGW found gas and water meter register malfunctions affecting our ability to send impacted customers a timely bill.

The solution to repair the water meters appears to be working and is currently being evaluated for any failures. We will continue to fix any failed water meter registers.

However, the solution to replace a small part inside the gas meters has not worked, and the manufacturer has determined replacing the part of the meter measuring usage will fix the problem.

### **FAQs**

#### **What is being done to fix the problem?**

- MLGW is working with the manufacturer to provide replacement parts with upgraded technology.
- We will continue contracting with Utility Partners of America (UPA) to make the repairs and have asked for additional technicians to speed up the process.

#### **Will this cause a bill delay like last time?**

- There may be a delay in your bill (or multiple bills) for a small number of customers, but we were able to detect the problem early enough to prevent a large number of customers from being overrun with multiple bills and our billing department from seeing an enormous backlog.

#### **Will this fix the issue for good?**

- We are working with the manufacturer on a permanent solution.

#### **What happens if MLGW overestimates/underestimates my bill? Will I get my money back?**

- Conservative estimates are based on a customer's previous utility usage. Once we have a true read from your meter we will treat that service as a new connection.



### **How long will it take to make repairs?**

- No more than 20 minutes. The utility crew will not need to turn off your utilities to make repairs or disrupt your service.

### **I may need help paying my bill, what should I do?**

- Payment arrangements can be requested by phone at 901-544-6549 (MLGW). Webchat at [MLGW.com/webchat](https://www.mlgw.com/webchat), and in person at our community offices. Make an appointment via our QLess app to reduce your wait time in the offices. Our My Account app also offers a self-service payment arrangement option.

**NOTE: MLGW will never call and ask you for money; however, if a customer has received a bill or a cut off notice for a delinquent balance, MLGW will call to advise the customer of how and where to make a payment.**