

# DELAYED BILLING FREQUENTLY ASKED QUESTIONS



## BACKGROUND

MLGW is releasing utility bills to customers who may not have received a bill in months. Affected customers will receive a separate bill for each month of service. This means that some customers will receive multiple bills in a short period of time until they receive the bill for the most current meter reading date. Each bill will contain any previous month's unpaid balance as well as any payments received.

Meters may be estimated for customers who have not received a bill because of the failed meter register issue. Estimates are always conservatively estimated based on a customer's previous utility use. Anytime MLGW estimates a meter reading, it is noted on the customer's bill.

We identified that manufacturer-related gas and/or water meter register malfunctions (many showing zero usage) are affecting our ability to generate timely bills for impacted customers. While the number of failing meter parts is minimal compared to the overall number of meters we monitor, the pace in which failures have occurred, coupled with the inability for the supply chain to meet the pace of those failures, has caused the increase in bills delayed because repairs can't be completed fast enough.

MLGW has increased the number of employees dedicated to processing delayed bills and contracted with Utility Partners of America (UPA) to help repair gas and water meters that are not registering use. UPA contractors will have marked vehicles and carry required identification. MLGW anticipates completing the delayed billing work by January 2024, and making permanent repairs to the approximately 38,000 affected meter registers by December 2024.

## **BILLING & METERING FAQs**

### **Am I being double billed?**

No. The days of usage for the billing period are shown on each bill. In the detailed section of your MLGW bill, you will see the meter reading start and end dates for your electric, gas and water meters.

|  | Readings |         | Usage | Amount | Total  |
|--|----------|---------|-------|--------|--------|
| <b>GAS</b>   | 7/18/23  | 6/16/23 |       |        |        |
| G-1 Residential Gas                                | 195      | 149     | 46    | 49.24  |        |
| includes Purchased Gas Adjustment of 0.0400000/ccf |          |         |       |        | 49.24  |
| <b>ELECTRIC</b>                                    | 7/18/23  | 6/16/23 |       |        |        |
| E-1 Residential Electric                           | 339576   | 334632  | 4944  | 539.66 |        |
| includes TVA Fuel Cost Adjustment of 0.0280700/kwh |          |         |       |        | 539.66 |
| <b>WATER</b>                                       | 7/18/23  | 6/16/23 |       |        |        |
| W-1 Residential Water                              | 2289     | 2212    | 77    | 184.26 |        |
| 9.75% Sales Tax                                    |          |         |       | 17.97  | 202.23 |

### **Which bill do I pay?**

The latest bill received will show the amount due. To determine the most recent bill, simply locate the bill release date in the upper right corner of the first page of your statement. Payments made after the statement date will be reflected on the subsequent month's statement. However, My Account will display all payments made regardless of when they were submitted.

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UTILITY BILL  
Date: July 18, 2023

Amount Due: \$ 57.00  
Due Date: August 3, 2023

|             |   |                 |
|-------------|---|-----------------|
| For         | Meter reader on site on<br>May 17, 2023 at 12:26. | Account Number: |
| Services at |   |                 |

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|  |                        |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
|--|------------------------|----------|--|-------------|-------|--|-------------------|--------|--|------------------------|---------------|--|--|-----------------|--|-----------------|----|-------------------------------|---------|----------------------|----|----------------|----|---------------------------|------------------------|
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Previous Balance</td> <td style="width: 10%; text-align: right;">\$ 88.00</td> <td style="width: 50%;"></td> </tr> <tr> <td>Adjustments</td> <td style="text-align: right;">-0.42</td> <td></td> </tr> <tr> <td>Payments Received</td> <td style="text-align: right;">176.00</td> <td></td> </tr> <tr> <td><b>Balance Forward</b></td> <td style="text-align: right;"><b>-88.42</b></td> <td></td> </tr> </table> | Previous Balance       | \$ 88.00 |  | Adjustments | -0.42 |  | Payments Received | 176.00 |  | <b>Balance Forward</b> | <b>-88.42</b> |  | <table style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2"><b>Service:</b></td> </tr> <tr> <td>Days of Service</td> <td style="text-align: right;">28</td> </tr> <tr> <td>Average Utility Cost per Day:</td> <td style="text-align: right;">\$ 5.19</td> </tr> <tr> <td>Average Temperature:</td> <td style="text-align: right;">66</td> </tr> <tr> <td>Billing Cycle:</td> <td style="text-align: right;">11</td> </tr> <tr> <td><b>Next Reading Date:</b></td> <td style="text-align: right;"><b>August 16, 2023</b></td> </tr> </table> | <b>Service:</b> |  | Days of Service | 28 | Average Utility Cost per Day: | \$ 5.19 | Average Temperature: | 66 | Billing Cycle: | 11 | <b>Next Reading Date:</b> | <b>August 16, 2023</b> |
| Previous Balance   | \$ 88.00               |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| Adjustments  | -0.42                  |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| Payments Received  | 176.00                 |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| <b>Balance Forward</b>   | <b>-88.42</b>          |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| <b>Service:</b>  |                        |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| Days of Service  | 28                     |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| Average Utility Cost per Day:  | \$ 5.19                |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| Average Temperature:   | 66                     |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| Billing Cycle:   | 11                     |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |
| <b>Next Reading Date:</b>  | <b>August 16, 2023</b> |          |  |             |       |  |                   |        |  |                        |               |  |  |                 |  |                 |    |                               |         |                      |    |                |    |                           |                        |

  

|  | Readings | Usage | Amount | Total |
|--|----------|-------|--------|-------|
|--|----------|-------|--------|-------|

## How will I know when I don't have any more delayed bills?

Look at the reading dates next to the electric, gas or water service on your bill. The first date (on the left) reflects the most current date of the meter reading period. If this date is a recent date, you no longer have any delayed bills.

|  | Readings | Usage   | Amount | Total         |
|--|----------|---------|--------|---------------|
| <b>GAS</b>   | 7/18/23  | 6/16/23 |        |               |
| G-1 Residential Gas                                | 195      | 149     | 46     | 49.24         |
| includes Purchased Gas Adjustment of 0.0400000/ccf |          |         |        | <b>49.24</b>  |
| <b>ELECTRIC</b>                                    | 7/18/23  | 6/16/23 |        |               |
| E-1 Residential Electric                           | 339576   | 334632  | 4944   | 539.66        |
| includes TVA Fuel Cost Adjustment of 0.0280700/kwh |          |         |        | <b>539.66</b> |
| <b>WATER</b>                                       | 7/18/23  | 6/16/23 |        |               |
| W-1 Residential Water                              | 2289     | 2212    | 77     | 184.26        |
| 9.75% Sales Tax                                    |          |         | 17.97  | <b>202.23</b> |

## Budget Billing

For Budget Billing customers, continue making your monthly payment listed on your Budget Billing letter. You will receive a new letter if the amount changes.

## Auto Pay

If you are on AutoPay, MLGW will not make multiple withdrawals from your account if multiple delayed bills are released in a short amount of time. If you are sent 2 delayed bills within a month, the autopay will draft the amount of both bills on the due date of the last bill sent.

## I've been paying my bill, although I haven't received one in several months. What should I do?

You should continue making monthly payments of what you normally expect your bill amount to be. The first bill you receive after the delay will show those payments.

## Will my services be disconnected?

The services will not be scheduled for disconnection until the account status is past due. You will receive a cutoff notice with details if your account is past due. MLGW offers payment arrangements

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and deferred billing if you need more time to pay your bill. Payment arrangements can also be made in My Account.

### Why is my solid waste fee so high? Why is the amount for third-party fees so high?

Charges for Solid Waste, Street Light Fee, Storm Water Fee and Mosquito/Rodent Control are billed by MLGW for other agencies. These charges are normally billed each month. If your bill is delayed, these charges are prorated to cover the dates since your last bill. On the next bill, they will be prorated down because it is less than 1 month before you will get your next bill. (For example, if you haven't received a bill in 42 business days, the fees will be adjusted up to cover the cost for 42 days. If the next bill comes out 1 day later, those fees will be adjusted down to cover the cost for 1 day.)

*Street Light Fee Prorated to cover 42 days*

|  | Readings |         | Usage | Amount | Total  |
|--|----------|---------|-------|--------|--------|
|  | 7/18/23  | 6/16/23 |       |        |        |
| <b>GAS</b>   |          |         |       |        |        |
| G-1 Residential Gas                                | 195      | 149     | 46    | 49.24  |        |
| includes Purchased Gas Adjustment of 0.0400000/ccf |          |         |       |        | 49.24  |
| <b>ELECTRIC</b>                                    |          |         |       |        |        |
| E-1 Residential Electric                           | 339576   | 334632  | 4944  | 539.66 |        |
| includes TVA Fuel Cost Adjustment of 0.0280700/kwh |          |         |       |        | 539.66 |
| <b>WATER</b>                                       |          |         |       |        |        |
| W-1 Residential Water                              | 2289     | 2212    | 77    | 184.26 |        |
| 9.75% Sales Tax                                    |          |         |       | 17.97  | 202.23 |
| <b>OTHER MLGW</b>                                  | 8/16/23  | 6/19/23 |       |        |        |
| City of Memphis Street Light Fee                   |          |         |       | 8.35   | 8.35   |

*Street Light Fee Prorated to cover 1 day*

|  | Readings |         | Usage | Amount | Total  |
|--|----------|---------|-------|--------|--------|
|  | 8/16/23  | 7/18/23 |       |        |        |
| <b>GAS</b>   |          |         |       |        |        |
| G-1 Residential Gas                                | 236      | 195     | 41    | 45.02  |        |
| includes Purchased Gas Adjustment of 0.0400000/ccf |          |         |       |        | 45.02  |
| <b>ELECTRIC</b>                                    |          |         |       |        |        |
| E-1 Residential Electric                           | 344383   | 339576  | 4807  | 522.14 |        |
| includes TVA Fuel Cost Adjustment of 0.0274600/kwh |          |         |       |        | 522.14 |
| <b>WATER</b>                                       |          |         |       |        |        |
| W-1 Residential Water                              | 2359     | 2289    | 70    | 167.51 |        |
| 9.75% Sales Tax                                    |          |         |       | 16.33  | 183.84 |
| <b>OTHER MLGW</b>                                  | 8/17/23  | 8/16/23 |       |        |        |
| City of Memphis Street Light Fee                   |          |         |       | 0.14   | 0.14   |

### What other payment options are available?

You can pay in the My Account app, at the Community Offices or at one of the many registered pay agent locations ([mlgwagents.com/](http://mlgwagents.com/)). Payment arrangements can be requested via the My Account app or calling 901-544-6549. If you need a deferred payment plan, this can be done by calling 901-544-6549 or visiting our Community Offices. For the Community Offices, you can make an appointment via QLess to reduce your wait time, [mlgw.com/residential/officeappointments](http://mlgw.com/residential/officeappointments).

### Is this related to smart meters?

No, all meters have the possibility to experience a malfunction, and we currently have meter malfunctions on smart and digital meters.