



NEWS from the Shelby County Mayor's Office

Lee Harris, Mayor

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11th Floor, 160 North Main, Memphis, Tennessee 38103

FOR IMMEDIATE RELEASE

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SHELBY COUNTY GOVERNMENT PARTNERS WITH MEMPHIS LIGHT GAS AND WATER TO PROVIDE NEARLY 1,400 CUSTOMERS WITH UTILITY “HOLIDAY”

Utility Holiday program provides utility assistance to customers facing financial hardships due to COVID-19

Shelby County, TN –Shelby County Mayor Lee Harris and Commission Chairman Eddie Jones announced a partnership with Memphis Light Gas and Water (MLGW) to provide utility assistance during the holidays for 1,400 customers impacted by COVID-19. The Utility “Holiday” program served customers who owed \$500 or less in previous bills and opted into MLGW’s Deferred Billing COVID-19 payment plan. Each customer had \$185 credited to their MLGW account to go towards their outstanding utility bill. The Utility “Holiday” program cost \$257,890 total, and this new initiative was made possible through Federal CARES Act funding.

Shelby County Mayor Lee Harris: “The risk of losing your utilities or falling too far behind to catch up is one of the terrible fallouts from this pandemic. Our Utility Holiday program will provide utility assistance to hundreds and hundreds of families in Shelby County who previously told MLGW that they were facing hardship. For around 1,400 families, the assistance will just appear on their bill, without any additional effort from these families. During this difficult time, we must be determined to not let the pandemic steal our joy. We hope that the notice that these families will receive soon will be a welcome holiday surprise.”

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Shelby County Commission Chairman Eddie Jones: “This program with MLGW has been relatively seamless. They’ll enter a few keystrokes, and, presto, these families in need will get utility relief out of funds that Shelby County has set aside. Although this is a terrible year and a challenging time, we hope Shelby County Government’s Utility Holiday program brings a smile to the faces of some of the families in the most need.”

MLGW Vice President, Community and External Affairs Gale Jones Carson: “In times like these, it is exciting to know we have programs that meet the direct needs of our residents. I, along with many others at MLGW, are honored to work with Mayor Harris and Shelby County in providing the Utility Holiday.”

(End of Release)