

I'm not a bot



What is the best place to pay my MLGW bill? After the sales clerk scans the barcode, customers can pay their utility bill at a Dollar General or Family Dollar store. A \$1.50 transaction fee will be assessed. After the scan and payment, the utility payment is processed. Payments are usually made within an hour on the customer's account. Is it possible to pay your MLGW bill at Kroger? Money Services' friendly staff will assist you in paying your Memphis Light, Gas, and Water bills as quickly as possible. Use our handy store locator tool to find your nearest Kroger Money Services in Tennessee, with over 150 in the Memphis area alone. How do I pay someone else's MLGW bill? Go online at mlgw.com/giftofcomfort to make a payment on someone's utility bill. The customer's first initial, last name, and street number are all required for an online purchase by a giver. Is MLGW open? The customer will receive a letter informing them of the Gift of Comfort. Offices and Hours in Memphis for Light, Gas, and Water. Unless otherwise noted, the following community and business offices are open from 8:30 a.m. to 5:00 p.m. Monday through Thursday and until 6:00 p.m. on Friday. What is the best way to pay my old MLGW bill? When you're ready to make a payment, call our automated payment system at 1-866-315-0277. Bank checking or savings accounts, Visa, MasterCard credit or debit cards, Discover cards, and ATM debit cards (displaying the Star, Pulse, or NYCE logos) are among the payment options available. Is it possible to pay your MLGW bill at Walmart? Customers bring their bill stub to a participating Walmart MoneyCenter or customer service desk to pay a bill. Pay by phone: Call 1-866-315-0277 to pay your MLGW bill. Is it possible to pay my MLGW bill at Family Dollar? CVS Pharmacy, Dollar General®, and Family Dollar® are now MLGW pay agents. The bill's barcode will be scanned by the sales clerk, and the customer can then make a payment to their MLGW account. A \$1.50 transaction fee will be assessed. Is it possible to pay my Kroger credit card bill? You can pay everything from utility bills to credit card bills quickly and easily with over 15,000 providers included. Look through our billers to see if we cover your provider. Money Services, which is part of Kroger's store chain, allows you to combine grocery shopping with paying your bills. What is the best way to get assistance from the MLGW bill? Customers can call (901) 222-4200 or go to shelbycountycsa.org/services/energy-assistance to apply for utility assistance. Customers can text HOME901 to 21000 or go to home901.org to apply for emergency rental assistance. MLGW also offers a variety of community assistance programs. Why is my MLGW bill so high? People are pushing up the thermostat in the fall, and your bill rises 4% for every degree you raise above 68 degrees. The cost of heating fuel then rises, which is passed on to you, the customer. All of this, combined with one of the coldest winters on record, add up to a lot of money that has been passed on to you. Is it possible to pay my light bill over the phone? Please call 866-469-2464 to pay your electricity bill over the phone using a debit card or credit card. You'll be contacted by a customer service representative who will assist you in making the payment. Is it possible to pay my light bill at Walgreens? Customers can use Walgreens self-service kiosks to pay bills and use existing Western Union international and domestic money transfer services to access Western Union services. Between 8 a.m. and 10 p.m. local time, Walgreens stores offer the services. Is it possible to pay your bills at CVS? InComm has partnered with CVS/pharmacy to make bill payments easier at all pharmacy cash registers or at the front checkout. Simply scan the barcode and collect the member's desired payment, which can be made with cash, a credit card, or a debit card. How do I make a cash payment for my credit card bill? Customers can either go to a Western Union office and present their bill to be paid, or use the company's payee locator to find their credit card issuer. An account can be opened with a list of the customer's usual payees, including credit card issuers, if the service is being used for the first time. Is the water supply being cut off by MLGW? Employees at MLGW are available 24 hours a day, 7 days a week to respond to such emergencies. We will respond to your call as soon as possible by turning off the water supply in order to minimize any water damage to your property. Who owns MLGW? The City of Memphis owns MLGW, the largest three-service municipal utility in the United States with over 420,000 customers. The MLGW has provided electricity, natural gas, and water to Memphis and Shelby County residents since 1939. What is the value of a MLGW deposit? Credit risk applicants must deposit at least \$200 in cash, cashier's check, or money order with the utility. Applicants can choose to have the deposit billed on their next utility bill, or new customers can pay the deposit in eight \$25 installments starting with the first billed month of service. What is the name of the game? Call Customer Care Billing at MLGW. Please do not use these forms to report emergencies such as gas leaks, downed electrical lines, burst water pipes, or unsafe street barricades. The MLGW Emergency Hotline can be reached at (901) 528-4465. How do I access my MLGW account? What is the best way to get it? Please be prepared to provide additional information about your account and residence for verification purposes by calling MLGW's Customer Care Center at (901) 544-6549 or emailing your request to . What is my MLGW account number, and where can I find it? My account number isn't with me. What is the best way to get it? Please be prepared to provide additional information about your account and residence for verification purposes by calling MLGW's Customer Care Center at (901) 544-6549 or emailing your request to . Is MLGW a government position? How MLGW is governed by Memphis Light, Gas, and Water. Memphis Light, Gas, and Water is the country's largest three-service public utility. We are a Memphis-based division. The President is in charge of the company's day-to-day operations. | Barcode | Free | Fee Are you a business interested in becoming an Authorized Bill Payment Center for MLGW? For more information, CLICK HERE Paying your monthly MLGW (Memphis Light, Gas and Water) bill is easy and convenient with the online payment options available. MLGW offers several ways to pay your bill online, whether you want to do a one-time payment or set up recurring automatic payments. In this comprehensive guide, we'll walk through the step-by-step process for paying your MLGW bill online through the My Account portal. Getting Started with My Account MLGW's My Account portal allows customers to easily manage their account online. To get started go to www.mlgw.com/residential/payingyourbill and click on "My Account Login" in the top right corner. The My Account login page will appear. Here are the key things to know: Enter Your MLGW Account Number: This 10-digit number can be found on your monthly bill. Enter your iOS or Android device to make quick payments on the go. You can pay immediately or schedule future-dated payments. By Phone: Call MLGW at (901) 544-6549 to make a payment over the phone using the automated payment system. Payment Reminders To avoid late fees, make sure your MLGW bill is paid by the due date each month. Here are some tips: Mark your bill's due date on your calendar so you remember to pay on time. Set up text or email reminders through My Account to get notifications when your bill is due. Enroll in auto-pay to have payments processed automatically each month. Paying your MLGW bill online is simple and takes just a few minutes each month. Sign up for My Account, enter your payment details, double check the amount - and you're done! Consistently paying on time can help you avoid financial penalties. Our guide outlines the various options to pay digitally so you can find the right fit for managing your monthly MLGW bill payments. FAQ How to find MLGW account number? I don't have my account number with me. How can I get it? You can either call MLGW's Customer Care Center at (901) 544-6549 or e-mail your request to . Please be prepared to provide additional information about your account and residence for verification purposes. How do I change my payment method on MLGW? If you need to change your banking information you will need to notify MLGW first by calling our Payments and Banking area at 528-4643. You will be mailed a change form or you may obtain the change form from the WEB at mlgw.com. The form must be completed and signed. What credit cards does MLGW accept? Pay by phone: You can pay your MLGW bill by phone by banking 1-866-315-0277. Payment methods offered are bank checking or savings account, Visa, MasterCard credit or debit card, Discover card, and ATM debit card (displaying the Star, Pulse or NYCE logos). Can I use MLGW's IVR phone pay system to pay my utility bill? You can also utilize MLGW's IVR phone pay system to pay your utility bill by setting up a phone pay ID and pin number in your MyAccount profile. How do I pay my MLGW Bill? You also can pay your bill by visiting any MLGW Community Office, Authorized Paying Agents or Third-Party Paying Agents. Please remember to bring both portions of your bill for faster service and, if paying by check, include your 16-digit MLGW account number. You can pay your bill at any one of the four MLGW Community Offices. How do I access my MLGW account? Open the Mac App Store to buy and download apps. The all-new MLGW app provides you access to your My MLGW account which gives you the ability to manage your account, view/pay bills, receive outage information, and find your nearest payment location. What happens if I don't pay my MLGW Bill? Once activated, your bill will have a message on it that states: DO NOT PAY. Your account will be drafted on or after (due date). If you need to change your banking information you will need to notify MLGW first by calling our Payments and Banking area at 528-4643. Having reliable electricity natural gas, water and sewer services from Memphis Light Gas and Water (MLGW) is essential for Memphis area residents and businesses. But keeping your MLGW account in good standing requires promptly paying your utility bill each month. MLGW offers various payment options to make it quick and easy to pay your bill on time. In this guide, we'll provide an overview of the ways MLGW customers can pay their utility bills online, by phone by mail or in person. We'll look at tips for avoiding late fees enrollment in budget billing, and setting up recurring payments. Paying Your MLGW Bill Online The fastest and most convenient way for most MLGW customers to pay their utility bill is online through the My Account portal. Paying online allows you to: Pay immediately by credit/debit card or electronic check View current and past billing statements Check your account balance Monitor energy and water usage Set up automatic recurring payments To pay online you'll first need to register for a My Account profile on the MLGW website. Once signed up you can log in anytime to view your bill details and make a payment. MLGW does not charge any fees for online bill pay. It's available 24/7, and easy to set up automatic monthly payments if desired. Paying Your MLGW Bill by Phone If you prefer to speak with a representative, MLGW customers can pay their utility bill over the phone by calling 901-544-6549. Their customer service team is available to take payments and answer account questions 24 hours a day, 7 days a week. When paying by phone, have your account number, amount owed, and credit/debit card or bank account information ready. Payments made by 5 PM on a business day will typically be applied to your account the next business day. As with online payments, there are no fees for paying your MLGW bill by phone. Paying Your MLGW Bill by Mail MLGW still provides the option for customers to pay their utility bills by mailing in a check or money order. Your monthly MLGW bill comes with a return payment envelope that you can use to mail in your payment. Be sure to include the payment slip from your bill to avoid processing delays. Payments should be made out to MLGW and mailed to: MLGW, P.O. Box 388, Memphis, TN 38145 While there are no fees to pay by mail, it does take 5-7 days for mailed payments to process and post to your account. Paying online or by phone credits your payment much quicker. Paying Your MLGW Bill In Person For utility customers who prefer to pay their MLGW bills in person, there are a few options: At MLGW community offices - You can pay by cash, check or credit/debit card at these locations. Authorized payment stations - Places like grocery stores that collect payments. Kiosks located around Memphis - You can pay with cash or credit/debit card at a kiosk. Use the MLGW payment locator to find in-person payment locations near you. Be aware that some payment stations may charge a small processing fee. Enroll in Budget Billing MLGW offers a Budget Billing program that averages out your payments over a 12 month period to provide more consistent bills month-to-month. This can make it easier to budget your utility expenses. To enroll, your account must be in good standing. Learn more about Budget Billing on the MLGW website. Setting Up Automatic Payments If you want to put your MLGW bill on autopilot each month, you can enroll in automatic recurring payments. This way, the amount due is automatically deducted from your chosen payment method around the bill due date each month. Recurring payments can be set up: Online - Log into My Account and enroll in AutoPay. By phone - Call 901-544-6549 and speak to a representative. By mail - Fill out and return the AutoPay form that came with your bill. AutoPay prevents late fees and service interruptions by ensuring your utility bill is paid on time without the hassle of remembering to pay manually. Avoid Late Fees with On-Time Payment MLGW billing due dates are typically around the 10th-15th of each month. Failure to pay your utility bill on time can result in a 5% monthly late fee applied to any overdue balance. If your bill remains unpaid, your service may also be disconnected - requiring a reconnection fee be paid. You can avoid late fees by: Paying your bill early or on the due date each month Enrolling in AutoPay automatic payments Notifying MLGW immediately if you'll be late on a payment Keeping your account current is important, so take advantage of the various payment options MLGW offers to conveniently pay your utility bill online, by phone, mail or in person. Payment Plan Options with MLGW For utility customers facing financial hardship who are struggling to pay their MLGW bill each month, payment plan options are available: Payment Arrangements - Setup a monthly payment plan to pay past due balances over time. Gift of Comfort - Provides matching payment assistance for limited-income seniors and disabled customers. In addition, MLGW partners with MIFA and the Mid-South Area Agency on Aging to provide emergency bill payment assistance through the Plus-1 and Share the Pennies programs. Contact MLGW customer service to learn more about bill payment assistance programs you may qualify for. Ways to Reduce Your Monthly MLGW Bill While prompt payment is important, all MLGW customers can also take steps to lower their monthly utility bills and save money: Conserve energy and water - Simple habits like adjusting your thermostat, taking shorter showers, using ENERGY STAR appliances and more can reduce your utility usage and bills. Home weatherization - Having an energy audit done and sealing air leaks or adding insulation can make your home more efficient. Appliance rebates - MLGW offers rebates on purchasing energy and water efficient appliances. Income-qualified programs - Low-income customers may qualify for home repairs and free energy and water saving upgrades. Be sure to check out MLGW's energy and water saving tips and current rebate offers to find ways to lower your monthly utility costs. Frequently Asked Questions About Paying Your MLGW Bill Many Memphis area utility customers likely have additional questions about paying their MLGW electric, natural gas, water and sewer bills. Here are answers to some commonly asked questions: What are the ways I can pay my MLGW bill? You can pay your MLGW utility bill online, by phone, by mail, in person at an MLGW office or authorized payment location, or at a kiosk around Memphis. Is there a fee to pay by debit/credit card? No, MLGW does not charge any convenience fees for online or phone payments made by debit/credit card. But some in-person payment locations may charge a small processing fee. When is my MLGW bill due each month? MLGW bills are typically due around the 10th to 15th of each month. Check your monthly statement for the exact due date. What if I can't pay my entire bill on time? Contact MLGW as soon as possible if you expect to have a past due balance to discuss payment plan options and avoid service interruption. Can I setup automatic monthly payments? Yes, you can enroll in AutoPay through My Account to have your MLGW bill automatically deducted from your bank account or credit/debit card each month. Where is the closest payment location near me? Use the MLGW bill payment locator to find in-person payment stations and kiosks near you. Promptly paying your MLGW utility bill each month is essential for all Memphis area residents and businesses. Take advantage of the variety of payment options offered by MLGW to pay online, by phone, mail or in person. Contact MLGW customer service if you need payment assistance or have any other questions. MLGW's My Account Memphis Light, Gas and Water offers many payment channels and options to make paying your utility bill fast, easy and convenient. You can also view a summary of these options in our Payment Option Comparison table or click a link below for more details. **Important: If you have received a cut-off notice and want to avoid service interruption, please read our payment recommendation. If you are having trouble paying your bill, MLGW offers many Payment and Assistance Programs. Electronically | Mail | In-Person | Phone | AutoPay | PrePay 2023 Delayed Billing FAQ Pay electronically: Customers who sign up for MLGW's My Account electronic bill payment service can view and pay their bill online. Payment methods offered are bank checking or savings account, Visa, MasterCard credit or debit card, Discover card, and ATM debit card (displaying the Star, Pulse or NYCE logos). There is no fee to the customer for these payments. Please note that only Residential Accounts can currently be paid with Credit and Debit cards. You can make one-time payments or set up recurring payments from the payment methods listed above. If you make a one-time payment and select the current day as your pay date, your payment will be noted on your account within one hour. Payments made after 3:00 p.m. Central Time will be processed the next business day. Payments can be scheduled to pay any day up to the bill due date. Payments scheduled for any day other than the current date will be noted on your account by 8:00 a.m. Central Time on the pay date you selected. You can elect to have your paper bill stopped. If you elect paperless billing, your bills will be stored for twelve months. If you choose, you can receive payment reminders through your e-mail five days before your bill is due. Pay by mail: When paying by mail, be sure to allow a few days for your payment to arrive by its due date. Write your 16-digit MLGW account number on your check and enclose the bottom portion of your bill to ensure your payment is properly credited to your account. For security, Memphis Light, Gas and Water - Payments & Banking P.O. Box 388 Memphis, TN 38145 Pay in person: You also can pay your bill by visiting any MLGW Community Office, Authorized Paying Agents or Third-Party Paying Agents. Please remember to bring both portions of your bill for faster service and, if paying by check, include your 16-digit MLGW account number. MLGW Offices & Hours You can pay your bill at any one of the four MLGW Community Offices. The offices are open Monday through Friday, excluding holidays, to serve you. If paying by check or money order, be sure to write your 16-digit MLGW account number to ensure proper posting to your account. In addition to paying your bill, you can also receive credit counseling, have service turned on or off, make bill inquiries, and more. Authorized MLGW Paying Agents MLGW customers can make payments in person through Authorized Pay Agent locations throughout Shelby County. Typically, payments are posted within the next business day. When using a paying agent, customers must have both portions of their utility bill. Customers have the option of paying by cash, check or money order. A list of authorized agents can be located online by zip code. Visit mlgwagents.com. Some paying agents charge up to a \$2 processing fee. MLGW does not receive any revenue from fees charged by these agents. Note: Payment delays may result when customers do not present both portions of their utility bill or use an unauthorized paying agent. Unauthorized Third-Party Paying Agents - Payments may take 3-5 business days. Unauthorized Third-Party Pay Agents may be able to process a payment to MLGW on behalf of the customer; however, customers should know that these agents have no contractual agreement with MLGW. Payments may take 3-5 business days or longer to post to a customer's MLGW account. MLGW provides no assurance as to the timeliness or accuracy of payments made through these agents. MLGW reserves the right to refuse payments from Unauthorized Pay Agents if sufficient account identification is not included with the payment. Any fees assessed by Unauthorized Pay Agents are the responsibility of the customer. Any online or walk-in remittance processor not specifically identified on this website (www.mlgwagents.com) including banks and financial institutions should be considered an Unauthorized Pay Agent. If a customer pay through an Unauthorized Pay Agent, please advise them to keep their receipt or payment confirmation number until their payment has posted to their MLGW account. Note: A list of authorized agents can be located online by zip code. This list is continuously updated. Visit mlgwagents.com. Pay by phone: To pay your bill by phone, you must first create an IVR login or phone pay ID and PIN using MLGW web site's "My Account" feature. My Account will store payment preferences and make bill paying via the phone easier. Call our automated payment system at 1-866-315-0277 when you are ready to make a payment. Payment methods offered are bank checking or savings account, Visa, MasterCard credit or debit card, Discover card, and ATM debit card (displaying the Star, Pulse or NYCE logos). Payments submitted through this channel are noted on your account within one hour if made before 3 p.m. Central Standard Time. Payments made after 3 p.m. CST will be noted on your account by 8 a.m. CST on the next business day. This is one of the quickest ways to make last-minute payments. Pay with automatic deduction (AutoPay): With the MLGW AutoPay program, your utility bill is deducted from your bank account each month. You still receive a statement so you can keep track of your usage, but your checking account is automatically deducted on the net due date shown on your bill. With AutoPay, you eliminate the inconvenience of writing checks and postage, plus you are assured your bill will be paid on time each month. Go one step further and enroll in eBilling, to receive bills electronically. You can either keep your AutoPay arrangement or establish single or recurring payments through My Account. (If you choose to establish online payments through My Account, be sure to cancel your AutoPay arrangement to avoid double payments.) PrePay for Utilities: With MLGW's PrePay service, you make smaller payments throughout the month while eliminating a traditional utility bill, deposit, late fees and electric service reconnection fees. MLGW PrePay is a plan similar to a prepaid cellphone or to filling up your gas tank—you pay upfront and, as you consume, your remaining balance decreases. You can "refuel" by adding money to your MLGW PrePay account any time you choose. Convenient email, text or phone notifications alert you when you need to add money to your account. PrePay customers also have access to the MyUsage website to track their consumption, payments and balance. PrePay is an option for residential customers who have smart meters for all MLGW services. Recommendation: Customers who are late making payments and receive a cut-off notice must act immediately to avoid service interruption. Payments through these locations are posted to your MLGW account within 30 minutes. Using these channels does not guarantee cancellation of a scheduled same-day service cut-off but, once verified, will provide payment confirmation to get your service restored. All other payment methods are subject to delays, so consider your payment due date before selecting a payment method. MEMPHIS, Tenn. (WMC) - MLGW customers will now be able to pay their bill at over 100 new locations in Shelby County starting August 3. This is thanks to an expansion of authorized MLGW pay agents that will now include Dollar General and Family Dollar stores. MLGW has also added a new service offering, VanillaDirect Pay, in the form of a secure and unique barcode that will appear at the bottom and back of the utility bill. Customers can go to a Dollar General or Family Dollar store to pay their utility bill after the sales clerk scans the barcode. A transaction fee of \$1.50 will be assessed. The utility payment is processed after the scan and payment. Payments are typically posted on the customer's account within an hour. For a list of all authorized MLGW pay agent locations, click here. Copyright 2020 WMC. All rights reserved.