

# Natural Gas Today

Volume 17, Issue 2 - Spring 2020



MIDDLE TENNESSEE  
NATURAL GAS

March 23, 2020

Dear MTNG Customers,

The health and safety of our workforce, customers, and communities is our top priority as the impact of the Covid-19 virus continues to be felt around the world. Middle Tennessee Natural Gas Utility District remains committed to providing highly responsive service to our customers. Safeguarding the health of our employees is the first step in maintaining our operations and meeting the needs of the communities that we serve.

**Safety related calls will be handled per our normal operating procedures.** However, we ask for all customers to cooperate and to let us know if any individual within the home or business is ill, so that our personnel can be prepared when responding to the call.

**Effective Monday, March 23, our lobbies and showrooms are closed to public traffic until further notice.** Our office phone numbers will connect our personnel to critical calls 24-hours a day. Our office personnel are available to assist you by phone and drive-up windows during our normal 8:00 am to 5:00 pm office hours.

Bills can be paid at our office drop-boxes or drive-up windows, through the mail, over the phone, and electronically. If you do not already participate, please consider signing up for one of our electronic bill payment options. This process can be handled via our website or by calling your local office.

We will continue to follow the guidance and recommendations from the U.S. Centers for Disease

Control and Prevention (CDC) as well as state and local governmental agencies. As the situation continues to evolve, we will revise plans and make the necessary decisions to ensure the safety and health of our workforce while trying to minimize the disruption for our customers.

At this time, we have the following measures in place, so that we can focus on our core mission to provide safe and reliable natural gas service:

- Suspend and reschedule appliance installs
- Suspend meter change-out program
- Test and ensure our capabilities to continue operations remotely
- Restrict travel
- Cancel training classes and meetings

These changes are not made lightly, and we recognize how these temporary modifications in operations could impact families. We will work through this together, and we ask for your patience.

If additional limitations or restrictions are mandated by federal or state authorities, we will comply with all guidelines and restrictions while trying to minimize the impact to customers. We will continue to monitor this situation daily and provide updates as quickly as possible. For updates, please check [www.mtnng.com](http://www.mtnng.com).

Sincerely,

Michael Davidson  
Executive Vice President & Chief Executive Officer



## Spice Up The Grill

taken from GET FIT TN

Turn up the heat on your grilled favorites by experimenting with herbs and spices to make your own rub for cuts of meats, poultry, and fish.

Try combining flavors that you enjoy, for example:

CITRUS RUB:	<i>combine grated lemon, orange and/or lime zest with minced garlic and cracked pepper</i>
PEPPER-GARLIC RUB:	<i>combine garlic powder, cracked black pepper and cayenne pepper</i>
ITALIAN RUB:	<i>combine fresh or dried oregano, basil and rosemary with minced Italian parsley and garlic</i>
Herb rub:	<i>combine fresh or dried marjoram, thyme, and basil</i>

## Project Hometown Help

Middle Tennessee Natural Gas Utility District utilizes a charitable purpose program operated under the authority found in *Tennessee Code Annotated Section 7-82-304 (b)*. The program was initially founded as an opt-out program, but following its inception operates on an opt-in basis. The monthly bills of enrolled customers are rounded up to the next dollar with the excess amount shown on the customer's bill as a contribution to Project Hometown Help. The contributed funds are utilized for authorized charitable purposes as defined by law. Any customer whose bill is currently rounded up has the right to opt out of participation. Customers opting out or opting in to the Project Hometown Help Program may contact Middle Tennessee Natural Gas Utility District at any of the locations listed on the billing statement by mail, in person, by telephone or through the website at [www.mtng.com](http://www.mtng.com).