



2012

Customer Care Information Guide

The Customer Care Information Guide contains general points of interest and forms on subjects listed within the Customer Care Policy.

Effective Date January 1, 2012.

PREFACE

The Customer Care Information Guide was developed as a companion reference to the 2012 Credit Policy. This guide contains general information for customers conducting business with MLGW and provides clarification to frequently asked questions and standardized forms.

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SECTION I: Customer Information

Account Information:

- 1) The Utility account must be in the name of a living person or active business entity. Upon notification or discovery of death of the customer of record, the Utility has the legal right and obligation to disconnect services. To ensure continuation of services, spouses or occupants should notify the Utility immediately to either disconnect or activate the services in the proper name.
- 2) A new customer code will be created for a General Power customer if a request for a name change does not occur within 60 days of the customer code creation date.
- 3) The previous 12-month history of usage and billing (only) will be furnished free of charge to the customer, upon request. Requests for multiple billing histories, itemized statements and any other requests will be charged at the predetermined rate. Customers can use Electronic Bill Presentment (EBPP) which allows them to view, print or pay their bill electronically at no cost. To activate an online account, customers are asked to complete a profile at MLGW's website www.mlgw.com.
- 4) Upon a customer's request, a bill may be mailed to a third party. This does not relieve the customer of the responsibility for paying the monthly bill. The customer of record is required to complete a third-party notification form prior to adding a third-party notification. Refer to Page 10 for more details.
- 5) The Utility may transfer any credit balance or unpaid balance that is the customer's legal obligation to a customer's account. A letter will be sent notifying the customer when a balance transfer is made.
- 6) An estimated cost of new construction is available upon request provided certain conditions are met. Customers requiring this information will contact Commercial and Residential Engineering Department at 901-729-8630 for more details.
- 7) It is the position of MLGW that the Utility may not knowingly be used as an eviction tool for property owners to remove tenants. All regular policies and schedules regarding disconnection for non-payment or other reasons will be followed. If a landlord or property owner is the customer of record and requests that utility service be disconnected, the Utility will disconnect the services.
- 8) The bill is due upon receipt, and it is past due if not paid on or before the due date shown on the utility bill. Late charges will be assessed the day after the due date. For a detailed explanation of your MLGW utility bill, visit www.mlgw.com and register for My Account.
- 9) MLGW offers Electronic Bill Presentment and Payment (EBPP) as a service to Residential and General Power customers. Customers can create an online profile at MLGW's website www.mlgw.com to view, print and pay their utility bill electronically (optional). The enrollment process consists of the following:
 - Customers who enroll and pay from a bank account may do so at no additional charge.

- Customers who use electronic checks, ATM/debit cards or credit cards for their payments will incur a nominal transaction fee.
- Initially, customers will have the option of receiving a paper bill and viewing their bill online (paperless bill). The paperless bill will terminate the paper bill. Thereafter, an e-mail notification of the monthly MLGW bill will be sent. Customers may elect to have the e-mail sent to multiple email addresses (i.e. a local facility manager/accounts payable clerk or customer/family member). Customers also may elect to receive reminder e-mails as the due date approaches or if payment has not been made by the due date.
- Some restrictions may apply regarding electronic payments attempted by cash-only customers

10) You can either call MLGW's Customer Care Center at 901-544-MLGW (6549) or e-mail your request to www.mlgwcustomercare@mlgw.org. Please be prepared to provide additional information about your account and residence for verification purposes.

Automated Proactive Telephone Dialer

The automated Proactive Telephone Dialer may send automated call reminders to customers prior to disconnection of service.

Billed Charges

A schedule of charges is updated and posted in the Electric, Gas and Water Service Manuals in January of each year and is available upon request.

City Service Charges/Fees

The inclusion of sewer, solid waste disposal, mosquito/rodent control, storm water and county fire protection charges on MLGW bills save time and money for everyone; however, these services are provided by Shelby County, the City of Memphis and surrounding municipalities. If you have a question, please contact the following:

- Memphis Solid Waste Disposal Fees – 901-576-6851 (Ext. 3)
- Memphis Sewer Fees - 901-576-6757
- Shelby County Sewer Fees – 901-545-3370
- Lakeland Sewer and Solid Waste – 901-867-2717
- Arlington Sewer and Solid Waste – 901-867-2620
- Collierville Sewer Fees – 901-853-3215
- County Fire Protection – 901-379-7074
- Mosquito/Rodent Control – 901-323-8403
- Storm Water Fee – 901-576-4349

Connect/Disconnect of Services

- 1) Typically, when connecting or reconnecting the gas or water service, the customer or a person of legal age must always be present. However, when connecting or reconnecting the electric service, the customer does not have to be home.
- 2) If you are planning to move, please provide MLGW with at least one working day's notice (Monday through Friday) to disconnect utility service(s). This also applies if you are moving to another address and would like to have services transferred to a new address.

Disputed Bill

To dispute a bill: Customers are able to dispute their utility bill at anytime by contacting the following:

- 1) Residential customers should call the Customer Care Center at 901-544-6549.
- 2) General Power customers should call the Commercial Resource Center at 901-528-4270.
- 3) Customers may also visit one of five convenient business offices.
- 4) Mail a letter to the Research Department (P. O. Box 430, Memphis, TN 38103).
- 5) Register a dispute at www.mlgw.com. The telephone numbers are also listed on the back of the monthly utility bill.

Refer to Section 106.00 for more details about the dispute resolution process.

Dispute Resolution Process

- 1) The Customer Advocacy Center is the focal point for complaint analysis and resolution. All customer complaints (exception, high bill complaints) where MLGW has erred or customers perceive they have been mistreated, etc., will be addressed through the Advocacy Center.
- 2) Customers may view a copy of the policy and/or resolution process by visiting www.mlgw.com, at one of the community business offices or request a copy mailed by calling 528-4887.

Energy Conservation

Using energy wisely not only protects our natural resources, but also helps to lower your utility costs. MLGW offers several energy conservation programs to help you learn how to control utility costs.

- 1) The Energy Doctor features a walk-through energy review to find ways for customers to save on utility bills. To request this free service, call the Residential Services staff at 901-528-4188.
- 2) Home Check-Up: Customers can learn ways to conserve energy in their homes by completing a do-it-yourself energy questionnaire and returning it to Residential Services for a computer analysis. The Energy Doctor will mail a report based on your answers and your actual electric and natural gas consumption for the past 12 months. The Home Energy check-up is best for homeowners and

renters who want to control energy costs by changing their lifestyle rather than making short or long-term home improvements.

- 3) My Account enables customers to track utility use and find ways to save online at www.mlgw.com. The Dashboard and Bill Analysis sections enable users to compare their current bill to the previous month, or similar period of the previous year, to see what factors caused the bill to change. The Billing History section enables users to track up to 24 months of use and cost information, which enables customers to see the impact of energy improvements. Other sections include Home Energy Center, Find Ways to Save, Carbon Calculator and Learn About Energy – all designed to help customers find detailed information about their homes to control utility use.
- 4) MaxImpact: 901-528-4346 Under MaxImpact, eligible low-income MLGW customers receive a one-time, low-interest loan to make the weatherization repairs needed to maximize the energy efficiency of their homes. Customers can call 901-528-4346 to request a brochure or may pick one up at any MLGW business office. Information is also available at www.mlgw.com.
- 5) TVA in Home Energy Evaluation offers an onsite energy evaluation with recommendations, a contractor network and rebates for making qualified home energy improvements. Call 866-441-1430 or visit www.mlgw.com for details.

Estimated Bill

Utility meters are estimated when the meter reader is unable to access the meter due to severe weather conditions, a loose pet in the yard or a locked gate, etc. The usage is calculated based on the previous billing history of usage and the associated weather for the billing period. If estimated, it will be clearly stated on the bill. After the next actual reading, the bill will automatically be reconciled and adjusted if our estimate was too high or too low. In either case, the customer only pays for utility services used.

To help reduce the possibility of your meters being estimated, customers are asked to make sure that MLGW has easy access to all meters on the date that our meter reader is scheduled to visit. This date appears in the blue-shaded column on the right side of the bill.

In the rare event that your meter readings have been estimated for two consecutive months, please call us at 544-6549 to discuss possible problems related to accessing your meter and to schedule an actual reading.

Filing a Claim

In order to file a claim with MLGW, we have provided an online claim form for your convenience. Customers may also call the Claims Department at 901-528-4621.

General Power Customers

- 1) The preprinted information on the GPSA should not be altered. Customers are asked to contact the Commercial Resource Center at 528-4270 to correct account information and to receive a corrected GPSA.

- 2) Applicants or customers who are sole proprietors or are general partnerships may utilize good credit history established by the sole proprietor, general partnership or one of the partners on residential accounts.
- 3) MLGW does not accept guarantors in lieu of a monetary deposit.
- 4) As a business, General Power accounts are charged sales tax. MLGW taxes all customers with the exception of qualified religious and non-profit organizations that have been declared tax exempt by the Tennessee Department of Revenue. Reduced tax rates (or full exemptions) are available for qualified Manufacturing Entities.
- 5) Eligible organizations can submit a copy of their official "Certificate of Exemption" to have the account's tax status updated. The certificate must contain the same name and address information as the MLGW account. If information differs, obtain a new tax form from the Tennessee Department of Revenue and send MLGW the corrected version.

Generation Partners

Customers who install qualified renewable electric generation equipment at their homes or facilities and participate in the TVA Generation Partners program may be eligible for generation credits. These credits, which are applied to the monthly MLGW bills, are based on the amount of electricity generated at the site each month. Generation credits appear as a line item on the monthly bill for 120 billing periods following the date of qualifying system acceptance. Visit www.mlgw.com/greenpower for information.

Green Power Switch

Customers may enroll in the TVA Green Power Switch program to support the generation of energy from renewable sources. Participating customers may enroll and drop out of the voluntary program at any time without penalty and without signing a contract. Green Power Switch charges are itemized on the monthly utility bill. Visit www.mlgw.com/greenpower for information.

How to Contact Us

Customers may contact MLGW to start, stop or transfer utility services as well as to inquire about a utility bill, special programs or utility rates using one of the following options:

- 1) Customer Care Center:
 - Billing, Payment, and Reconnect: 901-544-MLGW (6549) or email at www.mlgwcustomercare@mlgw.org
 - Start, Stop, Transfer, Trouble & Pilot Light Up: 901-820-7878
 - Gas Leaks and other emergencies: 901-528-4465
 - Report an outage: 901-544-6500
 - Owner's Reconnect: 901-528-4150, 901-575-7227 (fax)
- 2) Commercial Resource Center at 901-528-4547, fax 528-4547 or www.crc@mlgw.org
 - Gas Leaks and other emergencies: 901-528-4465
 - Report an outage: 901-544-6500

- 3) Visit one of five full-service community business offices:
- Downtown Business Office - 245 South Main
 - North Business Office - 2424 Summer Avenue
 - Lamar Business Office - 2935 Lamar
 - Whitehaven Business Office - 1111 East Shelby Drive
 - Millington Business Office – 5131 Navy Road

Other Helpful MLGW Contacts

- Payment Online at www.mlgw.com
- Payment-by-Phone – 1-888-589-4868
- Payment Arrangements on line – www.mlgw.com/payarrange
- Energy Doctor – 901-528-4188
- Gas Pilot Light-up – 901- 820-7878
- Tree Trimming/Replacement – 901- 320-1438
- Leased Outdoor Lighting- 901- 528-4548
- Street Light Patrol – 901- 320-1497
- Moratorium for senior citizens and physically challenged– 901- 528-4804

- 4) Third Party Billing: The inclusion of sewer, solid waste disposal, mosquito/rodent control, storm water and county fire protection charges on MLGW bills saves time and money for everyone; however, these services are provided by Shelby County, the City of Memphis and surrounding municipalities. If you have a question, please contact the following entities:
- Memphis Solid Waste Disposal Fees – 901-576-6851 (ext. 3)
 - Memphis Sewer Fees –901-576-6757
 - Shelby County Sewer Fees – 901-545-3370
 - Lakeland Sewer and Solid Waste – 901-867-2717
 - Arlington Sewer and Solid Waste – 901-867-2620
 - Collierville Sewer Fees – 901-853-3215
 - County Fire Protection – 901-379-7074
 - Mosquito/Rodent Control – 901-323-8403
 - Storm Water Fee – 901-576-4349

Identity Theft/Unauthorized Usage of Services

- 1) Diversion charges result from unauthorized usage of utility service including theft of services. For more details, refer to [Section 102.14](#).
- 2) Provide MLGW with the address that is involved with the stolen utilities, and we will investigate.

MLGW's Revenue Protection department has the responsibility of ensuring MLGW services are not being stolen or misused. We appreciate any tips that will help our Revenue Protection personnel stop these illegal activities, and will keep any tips that are received anonymous. Please e-mail us at www.revenueprotection@mlgw.org with any information that may assist MLGW in stopping utility theft. Call 901-320-1579 or contact the Customer Care Center at 901-544-6549, the Commercial Resource Center 901-528-4270 or any MLGW Business Office.

MaxImpact

Qualified customers may be eligible for loans to make weatherization and energy efficiency improvements to their homes. Listed below are qualifications for a MaxImpact Weatherization Loan:

- 1) Combined annual household income must not exceed \$35,000.00.
- 2) Must have two-year utility history with MLGW.
- 3) Must be the homeowner residing at the current address.
- 4) Must not have active Bankruptcy or Wage Earner.
- 5) Must not be enrolled in the On Track program.
- 6) Must not have more than one non-payment cutoff in the last 12 months.
- 7) Must not have more than one check noted for insufficient funds in the last 12 months, and
- 8) Must not have excessively missed payment arrangements.

Meter Reading

- 1) Normally, MLGW reads your meter every 27-33 days. The next scheduled read date appears in the top section of your utility bill.
- 2) MLGW's Meter Readers use state-of-the-art hand-held computers when recording their readings and the information is downloaded into the utility's mainframe computer at the end of each day. The hand-held computer is highly reliable and has greatly reduced the potential for error.
- 3) Utility usage is calculated similar to that of a car odometer which records miles driven; a utility meter captures and records how much gas, electric and water services used.
- 4) To read your own meters, visit us online at www.mlgw.com (Reading Your Meter) for easy-to-follow directions on how to locate and read your meter.
- 5) Electricity is measured and priced in kilowatt-hours (kWh). MLGW bills according to the number of kilowatt hours used as measured by your electric meter. Natural gas and water are measured and priced in units of hundred cubic feet (ccfs).
- 6) MLGW meter readers should have easy access to your meters on the scheduled meter reading date. Overgrown shrubbery can make a meter difficult to locate, while a locked gate or dog in the yard can make your meter completely inaccessible. These are obstacles that can cause your bill to be estimated.
- 7) There is a minimum charge for electric, gas and water services to cover the expense of installation and maintaining the equipment.
- 8) Shelby County requires property owners of commercial buildings to maintain fire protection, if you closed your account. If a new tenant does not sign for service the property owner may still be charged for fire protection.

MLGW Board Meeting

- 1) MLGW public board meetings are held every first and third Thursday of each month at 1:30 p.m. in the Board Room at the MLGW Administration Building located at 220 South Main Street, Memphis, Tennessee unless otherwise communicated.
- 2) On the day of the Board Meeting, the customer will be required to sign in with MLGW Security. At the 3:00 p.m. meeting the Chairman of the Board will ask if anyone wants to appear before the Board. At that time the customer will obtain and complete a card with his/her name, address, telephone number, and the subject matter.

On Track Program

The Community Relations area of the Communications and Public Relations department is the only area that can approve customers for this program and grant acceptance into this program. Please call 901-528-4821 for more details.

Payment Options:

MLGW provides the following flexible payment options:

- 1) **Mail:** The address to mail payments is P. O. Box 388, Memphis, TN 38145
- 2) **Online:** To pay your residential bill online, login to My Account at www.mlgw.com. Follow the instructions provided to make your payment. Must have your credit/debit card or personal check information available as you make this transaction. You can create recurring payments or handle each payment individually.
- 3) **By Telephone:** To pay your bill by phone, call our automated payment system at 1-866-315-0177. Must have your credit/debit card or personal check information available when calling. A nominal fee will be charged by the sponsoring vendor.
- 4) **In Person:** Customers may visit one of five business offices 8:30 a.m. to 5:00 p.m. Monday through Thursday, and 8:30 a.m. to 6:00 p.m. on Friday. The operating hours for the Millington Office hours are 8:00 a.m. – 4:30 p.m. Monday through Friday.
- 5) **Express Pay:** MLGW's automated pay station machines allow customers to pay their utility bill 24 hours per day, seven days per week, and 365 days of the year. The machines accept cash, checks, or money orders. The bottom portion of the bill must be inserted.
- 6) **E-Wiz Kiosks at local Exxon:** Cash payments can be made using the e-wiz kiosks located in all local Exxon stores for a nominal fee. Customers must enter either their 16-digit account number or the telephone number and the last four digits of the Social Security number associated with the account.
- 7) **Pay Agents:** Various other pay agents such as Dollar General, Pharmacies and Grocery Stores are located throughout the city. MLGW Paying Agent signs are posted at Kiosks Machines. These agents are also listed on MLGW's website www.mlgw.com. Customers must have both

portions of their utility bill and the payment must be made on or before the due date printed on the bill to use this payment option.

- 8) ACH transfers: ACH/EDI and wireless capabilities

Plus - 1 Program

Plus-1 funds provide utility assistance to eligible customers facing unforeseen hardships. Plus-1 funds are donated from MLGW customer contributions of \$1 or more on their monthly utility bills. All funds go directly to MIFA's Emergency Assistance Program. Customers are required to apply at MIFA from 7:30 a.m. – 10:30 a.m., Monday through Friday (910 Vance Avenue, 901-527-0226) and submit a signed application before participation is allowed. Contributions donated to Plus-1 are not refundable; contributions are tax deductible.

Property Owner Rights

Property owner rights when an active tenant is the customer of record. Only the customer of record may authorize disconnection of services with proper identification. However, if MLGW can confirm that the current tenant no longer has a legal right to be there and the current tenant has vacated the premises, the property owner may connect the services in their name.

Public Records Act

MLGW customer records are subject to the Public Records Act. This act is exclusive to Tennessee residents who are requesting the records of other MLGW customers. Applicable charges may apply for a record request; to obtain this information, please contact the Utility Public Records Clerk at 901-528-4478.

Sales Tax

MLGW is required to collect taxes on residential water sales in accordance with the State of Tennessee Code Annotated Section 67-6-334. Customers may review the Code and the section cited above through the State of Tennessee's Web site.

Schedule of Charges

The Manager of Customer Relations in conjunction with the Service Policy Committee reviews and makes recommendations regarding revisions to the list of service fees such as connect, pilot light-up, trip charges, meter tests and reconnect fees on an annual basis. This list of service fees is available upon a customer's request by contacting the Customer Care Center, Commercial Resource Center or one of the Utility's five Business Offices or the MLGW website at www.mlgw.com

Service Requests

Applicants may apply for services online at www.mlgw.com, telephone; Customer Care Center (901-544-6549 or 901-820-7878) or visit one of the Business Offices:

- Downtown Business Office 245 S. Main
- Lamar Business Office 2935 Lamar Avenue

- North Business Office 2424 Summer Avenue
- Whitehaven Business Office 1111 E. Shelby Drive
Office Hours Monday-Thursday (8:30 a.m.-5:00 p.m.), Friday (8:30a.m.-6:00 p.m.)
- Millington Business Office 5131 Navy Road
Office Hours Monday-Friday (8:00 a.m.-4:30 p.m.)

Third-Party Notification (Residential customers only)

MLGW recognizes that it’s possible to overlook a utility bill and or a disconnect notice. In order to prevent any unnecessary disruptions, the utility offers a voluntary Third–Party Notification Program.

In the program, a customer may designate a third party for MLGW to notify in the event of a notice to disconnect for nonpayment. A copy of the cutoff notice will be sent to both the customer and the third party representative. This notification does not mean the third party is responsible for paying the bill if the customer of record defaults on payment. Customer of record must complete the third party notification form and the form must be approved by MLGW supervision prior to enrollment in this program.

MLGW assumes no liability for failure to notify the third party. MLGW only provides this service as a courtesy. The third party notification program does not relieve the primary customer’s duty to pay and provide for alternative measures for health and safety.

To obtain a third-party notification application, customers may contact the Customer Care Center, visit a Community Business Office, or obtain a form online at www.mlqw.com. The application must be notarized.

Participants in this program are not exempt from the standard disconnection process outlined in this document (section 103.40). The guidelines for Payment arrangements are outlined in section 103.20.

Weather Conditions

The Utility is not liable for problems caused by lighting, power surges, low voltage, high voltage, loss of power or other temporary abnormal system conditions that are caused by weather, long-term equipment failures or other causes not due to direct negligence by the Utility or its employees. The customer shall be responsible for purchasing and installing any protective devices required to protect the customer’s equipment from any temporary abnormal system condition that may occur occasionally.

Section II: Forms

Exhibit F

Rev 2011

Owner's Reconnect Program
Service Agreement

Please Type or Print

Owner's Reconnect Program Information:

Date _____ Name of Business _____
(Name to be listed on MLGW account)

Corporate Office Address _____ MLGW Acct# _____

Business Telephone Number(s) _____ (office)

Email Address _____

Mailing Address-Where the bill is to be mailed. (If different from corporate address)

Size of Apartment or Property (number of units)
() Sole Proprietor () Limited Liability Company () Trustee () Corporation () Partnership

*Corporations and limited liability companies are not required to provide social security numbers, home addresses or phone numbers; however, all officers' name, tax ID# and/or SSN must be listed.

Name(s) of Owner(s) or Officer(s):

President or Owner Name _____ SSN _____

Vice-President _____ SSN _____

Secretary-Treasure _____ SSN _____

Tax ID Number _____

For Corporations Only:

I _____, who serves the _____ of this property in the capacity of _____, do make oath that the facts and statements contained in the Owner's Reconnect Service Agreement program agreement are true to the best of any knowledge, information and belief. I have read and agree to the Terms and conditions of the agreement. (Terms and conditions on back)

Authorized Signature for Owner Title Contact Person

Authorized Signature for Owner Title Contact Person

Authorized Signature for Designated Responsible Party Title Contact Person

MLGW Signature Indicates Credit
Approval

Area Name

Date

If this agreement is returned incomplete, your account will not be approved for the Owner's Reconnect Program.

OWNER'S RECONNECT PROGRAM POLICY

MLGW appreciates customers who establish and maintain good pay records. If disconnected for non-payment, returned check (s) or an account becomes delinquent, the property will be removed from the Owner's Reconnect Program. In the event of non-pay disconnect for returned check, this property will be restricted from the Owner's Reconnect Program for 12 months and may be subject an additional deposit.

TERMS AND CONDITIONS

I hereby apply for participation in the Owner's Reconnect Program with the Memphis Light, Gas and Water Division for gas and/or electric and/or water service all to be rendered in accordance with the following terms and conditions:

The applicant, whose signature appears on the document and signing in said capacity hereinafter called the customer hereby makes application to Memphis Light, Gas and Water Division hereinafter called the Division, for services, and agrees to accept service, and to pay for same as billed and rendered therefore, in accordance with applicable rates, rules and regulations now or hereafter in effect. When accepted by the Division, as indicated by commencement of service, this agreement, together with applicable rate schedules and rules and regulations of division now or hereafter in effect (all of which are consented to be by customer) shall constitute the sole and only contract between customer and Division for the service herein applied for, unless a special written agreement is executed. Rate schedules and rules and regulations are on file at the Division's office and are subject to inspection. Failure to receive a bill does not release a customer from payment obligations. The customer shall pay all collection expenses, attorney fees and court costs if payment is delinquent or due to be fraud, default or failure to perform the obligations incurred as set forth in this agreement. It is agreed by the customer and the Division that this contract shall apply to the addresses provided by the customer and to all future addresses of the customer until said service is requested terminated by the customer or terminated by the Division.

I do request Memphis Light, Gas and Water to sign my rental property on the Owner's Reconnect Program. I understand that while on the program I will not be required to pay a reconnect fee when my tenant orders service off in their name. The meters will automatically generate in my name and that I will be responsible for any consumption that registers through the meter (s) while in my name. If for any reason I do not want the services to automatically generate in my name after a tenant request the meter (s) to be disconnected, it is my responsibility to call, email, or fax a request to have the meter (s) disconnected. The service will not generate into my name after a delinquent cut off in the tenant's name. Further, I understand that if there is unauthorized usage of utility services, as owner, I am responsible. It is my responsibility to verify that my tenant contacts Memphis Light, Gas and Water to have the meter (s) connected in their name. I am however responsible for the bill until I have the service disconnected or my tenants have the meter (s) transferred in their name. I must provide Memphis Light, Gas and Water a list of all rental properties to be included on the Owner's Reconnect Program.

All requests to add or delete properties from the program must be submitted in writing and signed by the owner of the property (Memphis Light, Gas and Water reserve the right to process requests within 30 days of receipt). When property is sold, it is my responsibility to notify Memphis Light, Gas and Water to terminate this agreement.

EXHIBIT G

MEMPHIS LIGHT GAS AND WATER DIVISION
RESIDENTIAL SERVICE AGREEMENT

PLEASE TYPE OR PRINT

Last Name		First Name	M.I.	Maiden Name	Date of Birth	Home Telephone No.	
Service Address		Apt. No.	City	Zip Code	Marital Status: (Circle One)	Single Married	
Mailing Address (if different from Service Address)			City	Zip Code			
Do You: (Circle One)	Own Rent	Date of Purchase of Lease	Name of Landlord or Apt. Complex		Telephone No.		
Immediate Prior Address		Apt. No.	City	Zip Code	Prior Service w/MLGW: Yes (Circle One) No		
Social Security No.		Driver's License No. and State					
Name of Employer		Address			Telephone No.		
Nearest Relative (not living with you)		Address			Telephone No.		
Name of Spouse Or Co-Applicant		First Name	M.I.	Maiden Name	Date of Birth	Social Security No.	
Name of Employer		Address			Telephone No.		
Applicant's Signature: _____					Date: _____		
Co-Applicants (please Print or Type)							
Co-Applicant's Signature: _____					Date: _____		
Print: _____							
Last Name		First Name	M.I.	Maiden Name	Social Security No.	Date of Birth	
Co-Applicant's Signature: _____					Date: _____		
Print: _____							
Last Name		First Name	M.I.	Maiden Name	Social Security No.	Date of Birth	
Co-Applicant's Signature: _____					Date: _____		
Print: _____							
Last Name		First Name	M.I.	Maiden Name	Social Security No.	Date of Birth	

Terms and Conditions

MLGW appreciates customers who establish and maintain good pay records. Customers with 24 consecutive months of service beginning when the deposit was established may be eligible for a deposit refund. MLGW will refund Residential deposits within 30 days, based on A-Rating with the following conditions: no arrears balance; no delinquent service order generation during the previous 24-month period; no delinquent reconnects during the previous 24 month period; no returned checks, stopped payments, or credit card reversals in the previous 24-month period; No active payment plans; no bad debt (debt subject to collection agency assignment) within the previous 84-months; no missed payments arrangements (i.e. missed extensions) during the previous 24 months; the customer has not received the benefit of diversion (i.e. theft/any tampering with wires, pipes, meter or other service equipment within the previous 84-months); poor payment history. If your pay record does not meet these requirements, your deposit(s) will be held until utility services are terminated and applied to your final bill.

The undersigned(s) hereby makes application for utility service(s) and agrees to pay for said service(s) as measured by Memphis Light, Gas and Water Division's metering devices in accordance with the application rates and charges as specified in MLGW's rate schedule for the above account and any account requested by the undersigned from MLGW. The customer agrees to allow right of access to MLGW's agent(s) on the customer's premises at all reasonable times and for necessary purposes. The undersigned(s) assume responsibility of service beginning from connection date or until MLGW is properly notified of cancellation of service, and agree that all billing rendered by said company shall be due and payable as per the bill. Failure to receive a bill does not release a customer from payment obligations. The customer shall pay all collections expenses, attorney fees and court cost if payment is delinquent due to fraud, default or failure to perform the obligations incurred and set forth in this agreement. It is agreed by the customer and MLGW that this contract shall apply to the original address of the customer and to all future addresses of the customer which receive service from MLGW. Information submitted to MLGW in this service agreement is correct and true to the best of the undersigned(s) knowledge and belief.

If a customer or individual within the household is dependent on 24 hour electrical operating equipment to sustain life, medical certification of the health condition and the type of equipment used must be provided to MLGW. MLGW will determine and contact the customer if the equipment qualifies for the Life Support Program. This program alerts MLGW's distribution area of the urgent need for electricity on the premise. MLGW shall not be responsible for damages incurred due to lack of service. The Life Support Program does not relieve the customer from full payment of utility bills.

By affixing his, her or their signatures hereto, customer(s) acknowledge that they have previously granted MLGW permission to perform a credit assessment for the purpose of confirming the identity of the customer and determining the amount of any required deposit

MLGW USE ONLY

Customer No. _____

Premise No. _____

Deposit Amount Paid _____

Remarks: _____

MLGW Representative _____

Area Number _____

Date _____

ATTACH IDENTIFICATION HERE:

EXHIBIT H

MEMPHIS LIGHT GAS AND WATER DIVISION
GENERAL POWER SERVICE AGREEMENT- CORPORATION

PLEASE TYPE OR PRINT

Corporate Name, Date of Incorporation in Tennessee, Name Doing Business In, EIN, Principle Address, Suite, City, State, Zip Code, Mailing Address, Business Phone No., Fax No. (optional), Email Address (optional), Do You: Own, Rent, Date of Purchase of Lease, Name of Landlord, Telephone No.

Immediate Prior Address Suite No., City, State, Zip Code, Prior Service w/MLGW: Yes, No

President - Signature:

Print: Last Name, First Name, M.I, Maiden Name

Vice President - Signature:

Print: Last Name, First Name, M.I, Maiden Name

Secretary/Treasurer - Signature:

Print: Last Name, First Name, M.I, Maiden Name

Terms and Conditions

The undersigned(s) hereby makes application for utility service(s) and agrees to pay for said services(s) as measured by Memphis Light, Gas and Water Division's metering devices in accordance with the applicable rates and charges as specified in MLGW's rate schedule for the above account and any account requested by the undersigned from MLGW.

MLGW appreciates customers who establish and maintain good pay records. Customers with 24 consecutive months of service beginning with the deposit was established on the account are eligible for a deposit refund. MLGW will refund deposits within 30 days, based on A-Rating with the following conditions: no arrears balance; no delinquent service order generation during the previous 24-month period; no delinquent reconnects during the previous 24-month period; returned checks, stopped payments, or credit card reversals in the previous 24-month period; no active payment plans; no bad debt (debt subject to collection agency assignment) within the previous 84-months; no missed payment arrangements (i.e. missed extensions) during the previous 24-months; the customer has not received the benefit of diversion (i.e. theft/any tampering with wires, pipes, meters or other service equipment within the previous 84-months); poor payment history. If your pay record does not meet these requirements, you deposit(s) will be held until utility services are terminated. The deposit will be applied to your final bill. MLGW requires each new corporate customer to execute a Corporate Resolution in the form provided by MLGW (Exhibit J in the Customer Care Policy.) To receive service corporations must be registered to do business in Tennessee.

**CREDIT AND CREDIT OPERATIONS DEPARTMENT
SECURITY REQUIREMENTS ON GENERAL POWER ACCOUNTS**

It is Memphis Light, Gas and Water Division's policy that all general power commercial accounts be sufficiently secured to prevent possible losses that could result in increased rates. Also, a General Power Commercial Service Agreement will be required from all new customers. An updated General Power Service Agreement may be required after 2 years.

This security will be held for two (2) years and may be one of the following types:

CASH DEPOSITS The amount of the General Power Deposit is determined by using the consumption used by the previous general power customer at the address for which you are applying for service. We multiply the second highest metered service by 2.5 to obtain the most realistic dollar amount in securing payments on final bills. On newly constructed buildings which have never been occupied, we consider the size of the building, type of operation and load requirements.

If after twelve (12) months in operation you feel your deposit is too high, we will, at your request, gladly recalculate your actual billings and adjust your deposits accordingly.

INDEMNITY BOND A bond in the amount of the deposit requested will be accepted in lieu of cash deposit upon its receipt from a surety company. The selection of the surety company shall be the responsibility of the customer. However, the Bond Forms must be secured from an approved by Memphis Light, Gas and Water Division. The Bond will be held for two (2) years.

CERTIFICATE OF DEPOSIT We will accept this type instrument purchased through a bank for a two (2) year period at standard interest rates. The Certificate of Deposit (Time Receipt) will be held in safekeeping by the Division in lieu of the deposit. Certificate must be made jointly to the customer and Memphis Light, Gas and Water.

BANK LETTER OF CREDIT Irrevocable letter of credit must be furnished to the Division by a bank approved by Memphis Light, Gas and Water Division, which guarantees full payment of deposit if the utility bill is delinquent. Letter must state for a two (2) year liability period.

LETTER OF REFERENCE Letter of reference mailed directly to MLGW Credit Operations from another electric and/or gas utility (24-months of service and good pay credit history required within the last 12 consecutive months) prior to service being connected. An acceptable letter of reference must be on the utility's letterhead in the same business name, owner and organizational structure (i.e. LLC) as the applicant. This option is not applicable if the applicant has an outstanding debt with MLGW or diversion charges. The security deposit will be assessed and appear on the first utility bill. Once the Letter of Reference is received and approved, the deposit will be credited off the account.

FINANCIAL STATEMENTS May submit their latest audited financial statements for our review. Pending acceptance, their statement may be substituted for initial cash security deposits required of new customers.

REFUND OF DEPOSITS MLGW appreciates customers who establish and maintain good pay records. Customers with 24 consecutive months of service beginning when the deposit was established on the account are eligible for a deposit refund. MLGW will refund deposits within 30 days, based on A-Rating with the following conditions; no arrears balance; no delinquent service order generation during the previous 24-month period; no delinquent reconnects during the previous 24-month period; no returned checks, stopped payments, or credit card reversals in the previous 24-months period; no active payment plans; no bad debt (debt subject to collection agency assignment) within the previous 84-months; no missed payment arrangements (i.e. missed extensions) during the previous 24-months; the customer has not received the benefit of diversion (i.e. theft/any tampering with wires, pipes, meters or other service equipment within the previous 84-months); poor payment history. If your pay record does not meet these requirements, your deposit(s) will be held until the utility services are terminated. The deposit will be applied to your final bill.

If you would like additional information concerning our security requirements, please call the Credit Operations Departments at (901) 528-4307.

MLGW USE ONLY

Customer No. _____ Premises No. _____ Deposit Amount Paid _____

Remarks: _____

MLGW representative _____ Area Number _____ Date _____

Authorized Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

MLGW USE ONLY

Customer No.	Premises No.	Deposit Amount Paid
--------------	--------------	---------------------

REMARKS: _____

ATTACH THE FOLLOWING:

- A. Deed or lease (as applicable)
- B. Corporate Resolution
- C. Printout of Business Information Search from Tennessee Secretary of State

EXHIBIT I

**MEMPHIS LIGHT GAS AND WATER DIVISION
GENERAL POWER SERVICE AGREEMENT
LIMITED LIABILITY COMPANY, LIMITED LIABILITY PARTNERSHIP OR LIMITED PARTNERSHIP**

PLEASE TYPE OR PRINT

Limited Liability Company Name			Date of Formation in Tennessee		
Name Doing Business In			EIN		
Principle Address	Suite	City	State	Zip Code	
Mailing Address (if different from Principal Address)	Suite	City	State	Zip Code	
Business Phone No.	Fax No. (optional)		Email Address (optional)		
Do You: (Circle One) Own	Rent	Date of Purchase of Lease	Name of Landlord		Telephone No.
Immediate Prior Address	Suite No.	City	State	Zip Code	Prior Service w/MLGW: (Circle One) Yes No
Managing Partner of Member - Print Name:			Title:		
Signature:			Date:		
Managing Partner of Member: - Print Name:			Title:		
Signature:			Date:		
Managing Partner of Member: - Print Name:			Title:		
Signature:			Date:		

Terms and Conditions

The undersigned(s) hereby makes application for utility service(s) and agrees to pay for said services(s) as measured by Memphis Light, Gas and Water Division's metering devices in accordance with the applicable rates and charges as specified in MLGW's rate schedule for the above account and any account requested by the undersigned from MLGW. The customer agrees to allow right of access to MLGW's agent(s) on the customer's premises at all reasonable times and for necessary purposes. The undersigned(s) assume responsibility for services beginning from the connection date or until MLGW is properly notified of cancellation of service, and agree that all billings rendered by said company shall be due and payable as per the bill. Failure to receive a bill does not release a customer from payment obligations. The customer shall pay collections expenses, attorney fees and court costs if payment is delinquent due to fraud, default or failure to perform the obligations incurred and set forth in this agreement. It is agreed by the customer and MLGW that this contract shall apply to the original address of the customer and to all future addresses of the customer which received service from MLGW. Information submitted to MLGW in this service agreement is correct and true to the best of the undersigned(s) knowledge and belief.

MLGW appreciates customers who establish and maintain good pay records. Customers with 24 consecutive months of service beginning with the deposit was established on the account are eligible for a deposit refund. MLGW will refund deposits within 30 days, based on A-Rating with the following conditions: no arrears balance; no delinquent service order generation during the previous 24-month period; no delinquent reconnects during the previous 24-month period; returned checks, stopped payments, or credit card reversals in the previous 24-month period; no active payment plans; no bad debt (debt subject to collection agency assignment) within the previous 84-months; no missed payment arrangements (i.e. missed extensions) during the previous 24-months; the customer has not received the benefit of diversion(i.e. theft/any tampering with wires, pipes, meters or other service equipment within the previous 84-months); poor payment history. If your pay record does not meet these requirements, your deposit(s) will be held until utility services are terminated. The deposit will be applied to your final bill. MLGW requires each new corporate customer to execute a Corporate Resolution in the form provided by MLGW(Exhibit J in the Customer Care Policy.) To receive service corporations must be registered to do business in Tennessee.

CREDIT AND CREDIT OPERATIONS DEPARTMENT
SECURITY REQUIREMENTS ON GENERAL POWER ACCOUNTS

It is Memphis Light, Gas and Water Division's policy that all general power commercial accounts be sufficiently secured to prevent possible losses that could result in increased rates. Also, a General Power Commercial Service Agreement will be required from all new customers. An updated General Power Service Agreement may be required after 2 years.

This security will be held for two (2) years and may be one of the following types:

CASH DEPOSITS The amount of the General Power Deposit is determined by using the consumption used by the previous general power customer at the address for which you are applying for service. We multiply the second highest metered service by 2.5 to obtain the most realistic dollar amount in securing payments on final bills. On newly constructed buildings which have never been occupied, we consider the size of the building, type of operation and load requirements.

If after twelve (12) months in operation you feel your deposit is too high, we will, at your request, gladly recalculate your actual billings and adjust your deposits accordingly.

INDEMNITY BOND A bond in the amount of the deposit requested will be accepted in lieu of cash deposit upon its receipt from a surety company. The selection of the surety company shall be the responsibility of the customer. However, the Bond Forms must be secured from an approved by Memphis Light, Gas and Water Division. The Bond will be held for two (2) years.

CERTIFICATE OF DEPOSIT We will accept this type instrument purchased through a bank for a two (2) year period at standard interest rates. The Certificate of Deposit (Time Receipt) will be held in safekeeping by the Division in lieu of the deposit. Certificate must be made jointly to the customer and Memphis Light, Gas and Water.

BANK LETTER OF CREDIT Irrevocable letter of credit must be furnished to the Division by a bank approved by Memphis Light, Gas and Water Division, which guarantees full payment of deposit if the utility bill is delinquent. Letter must state for a two (2) year liability period.

LETTER OF REFERENCE Letter of reference mailed directly to MLGW Credit Operations from another electric and/or gas utility (24-months of service and good pay credit history required within the last 12 consecutive months) prior to service being connected. An acceptable letter of reference must be on the utility's letterhead in the same business name, owner and organizational structure (i.e. LLC) as the applicant. This option is not applicable if the applicant has an outstanding debt with MLGW or diversion charges. The security deposit will be assessed and appear on the first utility bill. Once the Letter of Reference is received and approved, the deposit will be credited off the account.

FINANCIAL STATEMENTS May submit their latest audited financial statements for our review. Pending acceptance, their statement may be substituted for initial cash security deposits required of new customers.

REFUND OF DEPOSITS MLGW appreciates customers who establish and maintain good pay records. Customers with 24 consecutive months of service beginning when the deposit was established on the account are eligible for a deposit refund. MLGW will refund deposits within 30 days, based on A-Rating with the following conditions; no arrears balance; no delinquent service order generation during the previous 24-month period; no delinquent reconnects during the previous 24-month period; no returned checks, stopped payments, or credit card reversals in the previous 24-months period; no active payment plans; no bad debt (debt subject to collection agency assignment) within the previous 84-months; no missed payment arrangements (i.e. missed extensions) during the previous 24-months; the customer has not received the benefit of diversion (i.e. theft/any tampering with wires, pipes, meters or other service equipment within the previous 84-months); poor payment history. If your pay record does not meet these requirements, your deposit(s) will be held until the utility services are terminated. The deposit will be applied to your final bill.

If you would like additional information concerning our security requirements, please call the Credit Operations Departments at (901) 528-4307.

MLGW USE ONLY

Customer No. _____ Premises No. _____ Deposit Amount Paid _____

Remarks: _____

MLGW representative _____ Area Number _____ Date _____

ATTACH IDENTIFICATION HERE:

Authorized Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

MLGW USE ONLY

Customer No.	Premises No.	Deposit Amount Paid
--------------	--------------	---------------------

REMARKS: _____

ATTACH THE FOLLOWING:

- A. Deed or lease (as applicable)
- B. Printout of Business Information Search from Tennessee Secretary of State

EXHIBIT J

**MEMPHIS LIGHT GAS AND WATER DIVISION
GENERAL POWER SERVICE AGREEMENT
SOLE PROPRIETORSHIP, GENERAL PARTNERSHIP OR MISCELLANEOUS BUSINESS ENTITY**

PLEASE TYPE OR PRINT

_____				_____	
Individual, Partnership or Company Name				Date of Formation	
_____				_____	
Name Doing Business In				EIN or Social Security Number	
_____		_____	_____	_____	_____
Principle Address		Suite	City	State	Zip Code
_____		_____	_____	_____	_____
Mailing Address (if different from Principal Address)		Suite	City	State	Zip Code
_____		_____	_____	_____	_____
_____		_____		_____	
Business Phone No.		Fax No. (optional)		Email Address (optional)	
Do You: Own _____		_____		_____	
(Circle One) Rent	Date of Purchase of Lease	Name of Landlord		Telephone No.	
_____		_____		_____	
Immediate Prior Address		Suite No.	City	State	Zip Code
_____		_____	_____	_____	_____
Sole Proprietor's Signature: _____		_____		Date: _____	
Print: _____		_____		_____	
Last Name		First Name	M.I	Maiden Name	Date of Birth

Terms and Conditions

The undersigned(s) hereby makes application for utility service(s) and agrees to pay for said services(s) as measured by Memphis Light, Gas and Water Division's metering devices in accordance with the applicable rates and charges as specified in MLGW's rate schedule for the above account and any account requested by the undersigned from MLGW. The customer agrees to allow right of access to MLGW's agent(s) on the customer's premises at all reasonable times and for necessary purposes. The undersigned(s) assume responsibility for services beginning from the connection date or until MLGW is properly notified of cancellation of service, and agree that all billings rendered by said company shall be due and payable as per the bill. Failure to receive a bill does not release a customer from payment obligations. The customer shall pay collections expenses, attorney fees and court costs if payment is delinquent due to fraud, default or failure to perform the obligations incurred and set forth in this agreement. It is agreed by the customer and MLGW that this contract shall apply to the original address of the customer and to all future addresses of the customer which received service from MLGW. Information submitted to MLGW in this service agreement is correct and true to the best of the undersigned(s) knowledge and belief.

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CREDIT AND CREDIT OPERATIONS DEPARTMENT
SECURITY REQUIREMENTS ON GENERAL POWER ACCOUNTS

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INDEMNITY BOND A bond in the amount of the deposit requested will be accepted in lieu of cash deposit upon its receipt from a surety company. The selection of the surety company shall be the responsibility of the customer. However, the Bond Forms must be secured from an approved by Memphis Light, Gas and Water Division. The Bond will be held for two (2) years.

CERTIFICATE OF DEPOSIT We will accept this type instrument purchased through a bank for a two (2) year period at standard interest rates. The Certificate of Deposit (Time Receipt) will be held in safekeeping by the Division in lieu of the deposit. Certificate must be made jointly to the customer and Memphis Light, Gas and Water.

BANK LETTER OF CREDIT Irrevocable letter of credit must be furnished to the Division by a bank approved by Memphis Light, Gas and Water Division, which guarantees full payment of deposit if the utility bill is delinquent. Letter must state for a two (2) year liability period.

LETTER OF REFERENCE Letter of reference mailed directly to MLGW Credit Operations from another electric and/or gas utility (24-months of service and good pay credit history required within the last 12 consecutive months) prior to service being connected. An acceptable letter of reference must be on the utility's letterhead in the same business name, owner and organizational structure (i.e. LLC) as the applicant. This option is not applicable if the applicant has an outstanding debt with MLGW or diversion charges. The security deposit will be assessed and appear on the first utility bill. Once the Letter of Reference is received and approved, the deposit will be credited off the account.

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REFUND OF DEPOSITS MLGW appreciates customers who establish and maintain good pay records. Customers with 24 consecutive months of service beginning when the deposit was established on the account are eligible for a deposit refund. MLGW will refund deposits within 30 days, based on A-Rating with the following conditions; no arrears balance; no delinquent service order generation during the previous 24-month period; no delinquent reconnects during the previous 24-month period; no returned checks, stopped payments, or credit card reversals in the previous 24-months period; no active payment plans; no bad debt (debt subject to collection agency assignment) within the previous 84-months; no missed payment arrangements (i.e. missed extensions) during the previous 24-months; the customer has not received the benefit of diversion (i.e. theft/any tampering with wires, pipes, meters or other service equipment within the previous 84-months); poor payment history. If your pay record does not meet these requirements, your deposit(s) will be held until the utility services are terminated. The deposit will be applied to your final bill.

If you would like additional information concerning our security requirements, please call the Credit Operations Departments at (901) 528-4307.

MLGW USE ONLY

Customer No. _____ Premises No. _____ Deposit Amount Paid _____

Remarks: _____

MLGW representative _____ Area Number _____ Date _____

ATTACH IDENTIFICATION HERE:

Authorized Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

Authorized Signature: _____ Date: _____

MLGW USE ONLY

Customer No.	Premises No.	Deposit Amount Paid
--------------	--------------	---------------------

REMARKS: _____

ATTACH THE FOLLOWING:

- A. Deed or lease (as applicable)
- B. Identification for each signatory above

BE IT RESOLVED THAT:

1. _____ (hereinafter referred to as the "Customer") is authorized to open and operate accounts with Memphis Light Gas and Water, a division of the City of Memphis (hereinafter referred to as "MLGW") and to enter into agreements with MLGW with respect to any utility services offered by MLGW from time to time.

2. The Customer authorizes the individual(s) listed on this form ("Authorized Individuals") to bind the Customer and to conduct all aspects of the utility services relationship of the Customer with MLGW, including without limitation, the following:

- (a) to enter into agreements with MLGW including without limitation in accordance with any of MLGW's forms, agreements and terms and conditions from time to time;
- (b) to give MLGW instructions and perform transactions on behalf of the Customer with respect to the account(s) of the Customer with MLGW and using any of the services offered by MLGW from time to time;
- (c) to receive statements, instruments, agreements, terms and conditions, amendments to agreements and terms and conditions, and other documents, notices and communications with respect to the account(s) with MLGW; and
- (d) to settle the account(s) of the Customer with MLGW.

3. MLGW is entitled to rely on this resolution as duly and validly authorized and binding on the Customer. MLGW is further entitled to rely on the authority of the Authorized Individuals to bind the Customer. MLGW does not need to make any further inquiry into the authority of the undersigned, the authority of the Authorized Individuals and the validity of this resolution all of which will be enforceable against the Customer and may be acted upon by MLGW.

4. There are no provisions in the charter, by-laws or any other resolution, agreement or document to which the Customer is bound which are inconsistent with this resolution. MLGW is entitled to continue to rely on this resolution and the authority of the Authorized Individuals until MLGW receives a valid resolution of the Customer amending or rescinding this resolution.

Name Position/Title

Name Position/Title

Name Position/Title

Certified to be a true copy of a resolution properly passed by the board of directors of the Customer, which resolution is in full force and effect and unamended as of the date hereof.

Dated this _____ day of _____, 200__

Designated Agent(s) – Residential Customers

EXHIBIT L -1

The undersigned, a residential customer of record with Memphis Light, Gas and Water, hereby designates the following person(s) to act as the customer of record’s agent(s) with Memphis Light, Gas and Water as regards the specific premises listed next to the name of the agent(s). The agent(s) is (are) authorized to activate, terminate and modify utility services at said address:

AGENT	PREMISES
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

The undersigned understands that the agent(s) listed above shall have authority to act for the undersigned until the undersigned notifies MLGW in writing of the termination of this designation.

Name Position/Title

Dated this _____ day of _____, 200__

Sworn to and subscribed before me the _____ day of _____, 20__.

Notary Public

My Commission Expires: _____

Designated Agent(s) – Commercial Customers

EXHIBIT L -2

The undersigned, a commercial customer of record with Memphis Light, Gas and Water, hereby designates the following person(s) to act as the customer of record’s agent(s) with Memphis Light, Gas and Water as regards the specific premises listed next to the name of the agent(s). If the agent is to be authorized to be an agent on all current accounts, under “Premises” insert the phrase “all active MLGW accounts”.). If the agent is to be authorized to be an agent on all future accounts, under “Premises” insert the phrase “all future MLGW accounts”. The agent(s) is (are) authorized to activate, terminate and modify utility services at said address:

AGENT	PREMISES
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

In the event there are additional service addresses, please complete, sign and notarize additional copies of this form.

The undersigned understands that the agent(s) listed above shall have authority to act for the undersigned until the undersigned notifies MLGW in writing of the termination of this designation.

_____	_____
Name	Position/Title

Dated this _____ day of _____, 200__

Sworn to and subscribed before me the _____ day of _____, 20__.

Notary Public

My Commission Expires: _____

Guarantee of Debt

EXHIBIT M

Customer of Record: _____

Requested Address: _____

In consideration of continuation of service on behalf of the above named Customer of Record, I accept responsibility for and guarantee any unpaid balances on the account of Customer of Record upon termination of service with Memphis Light, Gas and Water (hereinafter referred to as "MLGW"). Any unpaid balance will be transferred to Guarantor's account with MLGW and a failure to pay such balance may result in the disconnection of Guarantor's service and collection activity against Guarantor.

This agreement will remain in effect for any residential service provided to the above Customer of Record at any location for the life of the Customer of Record's account with MLGW or ninety (90) days after a written recession of this guarantee is received by MLGW. The recession of this guarantee must be in writing and signed by the guarantor before a notary public. Recession of this guarantee may be grounds to terminate utility service to the Customer of Record, transfer of unpaid balances to Guarantor's account with MLGW and collection activity against Guarantor.

To qualify as a guarantor for another's account, the guarantor must a) currently have an account with MLGW, b) have had service for the last thirty-six consecutive months, and c) have had no collection activity on their account(s) in the last thirty-six months. Collection activity is defined as follows: Any account that has been cut-off for any reason; returned check or draft which occurred more than once in the last thirty-six (36) months of service; or any amount declared bad debt by MLGW within the past seven (7) years.

In the event the Guarantor's account 1) requires collection activity as defined above, or 2) is terminated with MLGW during the term of this agreement, MLGW reserves the right to require an additional deposit amount from the Customer of Record or services will be discontinued until such requirements are met.

Guarantor: _____

Guarantor Signature: _____

Address: _____

Sworn to and subscribed before me the _____ day of _____, 20__.

Notary Public

My Commission Expires: _____

This agreement is invalid unless accepted in the offices of MLGW.

Accepted by MLGW: _____

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