

Got Gas? MLGW's Gas Safety Awareness Day

MLGW teamed with area Lowe's Home Improvement stores on Friday, March 23 to present Natural Gas Safety Awareness Day. MLGW volunteers engaged customers at each Lowe's, distributing our new Natural Gas Safety brochure and information, and talking to them about



important safety issues such as how to detect leaks and what to do in emergencies. Examples of gas meters were on hand to demonstrate how to cut off gas in case of an immediate emergency.

They emphasized the need to call 811 – Tennessee One Call – before undertaking any digging project – from postholes to fence posts to patios to planting and tilling. It's the law. More natural gas safety information can be found at www.mlgw.com. If you detect a gas leak, call our emergency number, 528-4465.

Community Calendar

May 5 - June 17: St. Jude Dream Home Open House, Saturdays, 10 a.m. - 5 p.m. and Sundays, noon - 5 p.m. at 50 Dalton Cove in Aston Park, Eads, TN. Register to win a house for \$100 and other prizes. Call 1-800-224-6681 or visit www.dreamhome.org to reserve your ticket now.

June 2: 10th Annual Kidney Walk benefits National Kidney Foundation of West Tennessee, Rhodes College. Walk start time: 9:30 a.m. To register: www.nkfwtn.org or 901-683-6185.

June 10: 5th Annual Israel Festival, Shelby Farms, 9 a.m. - 7 p.m. Free and open to the public. Enjoy the music, food and culture of Israel. Free rides for the kids. 5k registration and more info: www.memphisfoi.org.

June 23 - Sept. 23: Pink Palace exhibit, Bigger Than T Rex: Giant Killer Dinosaurs of Argentina, the first interactive and comprehensive look at the largest dinosaurs ever found. Giganotosaurus (Jig-ah-NOTE-oh-SORE-us) means "giant reptile of the south." Info.: 636-2362 or www.memphismuseums.org.



Customer Reference Number: 5/12



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Customer CONNECTION

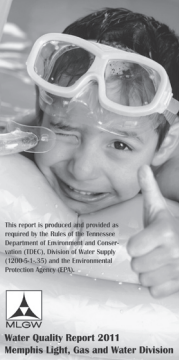


PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW's 2011 Water Quality Report Released

MLGW is celebrating Drinking Water Week, and for good reason. We have something to celebrate! Memphis water once again received an excellent report card for its outstanding quality. MLGW is mailing the report to its residential water customers in May in honor of the American Water Works Association's National Water Week, May 6-12. All community water systems are required to prepare and distribute an annual water quality report, also referred to as the Consumer Confidence Report, mandated by a 1996 Congressional amendment to the Safe Drinking Water Act. The Environmental Protection Agency and the Tennessee Department

Memphis Water Gets Thumbs Up



This report is produced and provided as required by the State of Tennessee Department of Environment and Conservation (DEC), Division of Water Supply (DWS), and the Environmental Protection Agency (EPA).

MLGW
Water Quality Report 2011
Memphis Light, Gas and Water Division

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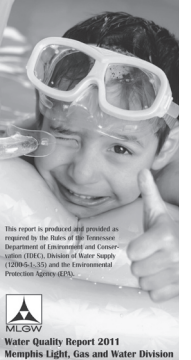


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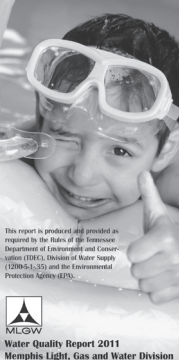


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of Environment and Conservation prescribe regulations that limit the amount of certain contaminants in water including microbial, inorganic, organic, pesticides and herbicides, and radioactive impurities. Specialists in MLGW's Water Laboratory perform numerous tests throughout the year to monitor such components of Memphis' water. The 2011 test results reveal our water to be well within the designated limits, and meeting or exceeding all water-quality standards set by the EPA. Many say Memphis water is one of the best things about the city.

In addition to the mailed copy, the report is also available for viewing and downloading at www.mlgw.com.

Just a Reminder:

If you have an irrigation system, don't forget to have your reduced pressure backflow preventer (RP) tested to make sure that it is protecting against the backflow of contaminants. This measure is required by the state of Tennessee, and failure to comply could result in your water service being disconnected. Notifications are now being mailed 90 days prior to the test due dates. For more information, contact Cross Connections at 901-528-7757.

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MLGW Launches Redesigned Website

MLGW has launched a redesigned version of its website, www.mlgw.com, which features easier navigation, improved graphics, an increased emphasis on interactivity and social media, and a mobile-friendly design.



Customers can also take advantage of an enhanced search engine and quick access to a number of multi-media options such as "how-to" videos and related content.

MLGW's home page has been streamlined with quick links to its most popular features such as the online outage map, bill payment and My Account bill analysis. The site also features an increased emphasis on interaction, with customers having quick access to updates from MLGW's blog, Twitter and Facebook pages.

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MLGW Announces Comprehensive Disparity Study & Policy Formulation

A study of the utilization of Minority-and Women-owned Business Enterprises (M/WBE) is being conducted for MLGW.

Help provide feedback regarding your experience while conducting business with or attempting to do businesses with MLGW.

To participate, contact:

Vernetta Mitchell
MGT of America, Inc.
(704) 531-4099
vmitchel@mgtamer.com

New Inspection Requirements for Reinstallation of Gas Meters

Effective April 2, 2012, customers with a residential gas service that is inactive for 365 days or more, or customers with commercial gas service inactive for 90 days or more, will require an inspection from the appropriate Code Enforcement agency. This must be done before a gas meter can be installed again or a connection order can be created.

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