

Keeping an Emergency Preparedness Kit

During warmer weather, we can usually expect some drastic changes that may bring severe conditions for which we should always be prepared. MLGW highly recommends that you have an "Emergency Kit" in case electric, gas or water service is interrupted due to changing weather. An emergency survival kit could include:

- Bottled water
- Canned food
- Prescription medicines
- Flashlight
- Radio
- Batteries
- Can opener
- First-aid kit
- Baby food
- Diapers
- Eating utensils



En Español: Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando mlgw.com/customerconnection.

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Community Calendar

Weekends in July: Splash and Splatter, at Shelby Farms Park. \$10 (ages 12+); \$5 (kids under 12). Info: shelbyfarmspark.org.

July 11: Memphis Jams on Beale - Dead Soldiers. Info: BealeStreet.com/MemphisJams or 526-0115.

July 25: Memphis Jams on Beale - The Grifters. Info: BealeStreet.com/MemphisJams or 526-0115.

July 25-26: UCAN of Memphis Teen Conference for its Dare 2 Dream program. \$50 per student. Bridges USA, 477 N. 5th St., 11 a.m. - 2 p.m. Info: 262-8642 or ucanofmemphis.org to register.

August 1: Memphis Jams on Beale - Nancy Apple's Rhythm & Roots Revival. Info: BealeStreet.com/MemphisJams or 526-0115.

August 7 - 9: The Women's Theatre Festival of Memphis (WTFM) -The Circuit Playhouse, Playhouse on the Square, TheatreWorks and Hattiloo Theatre. Costs: \$0-\$25. Tickets/Info: 213-7566.

August 23: 16th Annual Spirit of SRVS Auction, Food and Wine Tasting. Hilton Memphis, 7 - 11:30 p.m. For tickets and details visit srvs.org.

August 23: Meritan, Inc.'s 15th annual Midnight Classic Bike Tour & Lunar Festival. Tiger Lane, 10 p.m. Info: 766-0658 or visit meritan.org.



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75th Customer Connection

Produced monthly by Memphis Light, Gas and Water Division

MLGW 1939-2014

Celebrating Brilliant Service for 75 Years

Second Annual Plus-1 Telethon

More funds will be available for utility assistance as a result of the Plus-1 Telethon event. MLGW employees staffed phone banks and took pledges at the telethon where viewers called in over \$53,000 in donations. These funds will provide an additional 212 households with help on their utility bill.



The telethon, an all-day event held at the MLGW Administration Building and coordinated by MLGW and MIFA, aimed at increasing awareness and participation in the Plus-1 program. The live program, which aired on WREG News Channel 3, featured live reports all day and ended with a 30 minute program. Personalities such as Mayor AC Wharton, Larry Dodson of the Bar-Kays and Coach Bill Courtney (of the Oscar-winning movie "Underdog") appeared on air encouraging the community to donate.

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MLGW Bills Among Lowest in the Nation

A new survey of 50 U.S. cities shows that Memphis Light, Gas and Water residential customers pay the lowest combined rates for electricity, natural gas, water and wastewater. The average residential bill for MLGW customers is \$278.25. Springfield, MO was second place with an average bill of \$310.36. The survey compares residential, commercial, and industrial electric, natural gas, water and wastewater bills at various use levels at rates in effect on January 2, 2014.

"As our Vision states, *To be the best utility for our customers*, MLGW and its employees are dedicated to supplying our customers with low cost and reliable service," said MLGW President and CEO Jerry Collins Jr. "We are very proud to be able to say we provide the lowest residential utility bills and we will strive to continue this trend in the future." The complete survey can be found on MLGW's website at mlgw.com/ratesurvey.

Even with MLGW's comparatively low rates, customers can take measures to lower their bills even further.

Combining a few steps such as adding insulation, caulking windows and installing a programmable thermostat can add up to big savings. To find out more on how you can save on your bill, please visit mlgw.com.

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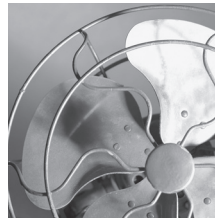
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Five Free Things You Can Do to Save Energy in the Summer

1. **Adjust your thermostat.** In the summer, set your thermostat to 78°.

- If the temperature change is too drastic, raise the thermostat one or two degrees each week until you are comfortable at 78°.



- Use ceiling fans or box fans to create a breeze that will make you feel five degrees cooler.

- For each degree you set the thermostat below 78°, your monthly cooling costs increase six percent.

2. **Block drafts around doors and windows.** If you felt cold air seeping under doors and windows during the winter, remember to block those air leaks during the summer too. Roll up thick towels and place inside against the bottom of closed exterior doors and on window sills to block air leaks.

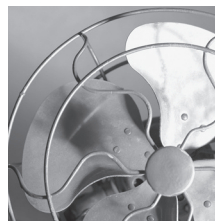
- Close your curtains or blinds during the day to block out the sun.

3. **Keep exterior doors and windows closed.** If your house has storm doors or storm windows, make sure they are closed tightly.

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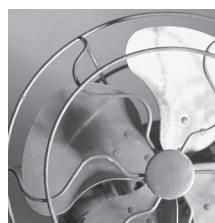
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4. **Adjust your water heater temperature.** A setting of 120° or "warm" provides hot water and reduces the risk of scalding.

5. **Cook, wash laundry and do other chores in the morning or late evening.** Household chores that produce heat and moisture increase the indoor temperature, making your air conditioner work harder. Do these activities during the cooler hours of the day. Consider drying clothes outdoors instead of using the dryer; it will keep your house cooler and save you money.

Visit us at mlgw.com to find out more ways you can save, calculate savings from different thermostat settings and learn what to shop for when buying appliances.

MLGW A-Blazing Race

The 2nd Annual MLGW A-Blazing Race (a model solar car race) is scheduled for Saturday, August 16 from 8 a.m. - 2 p.m. on the roof of the MLGW Beale Street Landing Parking Garage at 220 South Main Street. An A-Blazing Race Engineering workshop to introduce youth to engineering and solar energy principles will be held on July 19 from 8 a.m. - 2 p.m. at the Joyce Blackmon Training Center at 4949 Raleigh LaGrange. For more information or to register, visit mlgw.com/ablazing.



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