

Weather-Related Moratorium Policy

MLGW will not disconnect any residential accounts for non-payment whenever the forecast heat index will be 100 degrees Fahrenheit* or 95 degrees for seniors and disabled customers at any time during a 24-hour period.

* The National Weather Service is the official source of forecasted conditions.

There's an MLGW App for that

Take advantage of MLGW's app for your smartphone. You can download an app for your Android or iPhone device that allows you to access a variety of utility-related information, including outage status and a mobile-friendly outage map. The app is available for free at the Google store, through Android devices, or via iTunes for iPhone and iPad users. One of the app's most useful features is the ability to check the status of an outage at your address. Other features include: payment arrangements, important numbers, payment locations, bill due date and amount as well as energy tips.

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

Interact with MLGW via: Pinterest, Twitter, Facebook, Blogspot and YouTube



Just visit mlgw.com and click on the logos.

Community Calendar

August 16: Breakfast with a Keeper - Giant Panda. Memphis Zoo, 2000 Prentiss Place, 7:30 a.m. Info: 333-6509, aazk@memphiszoo.org. Order tickets at memphiszoo.org/aazk.

August 23: Spirit of SRVS Wine Tasting and Auction. Benefits SRVS and people with disabilities. Hilton Memphis, 939 Ridgelake Blvd. 6-8 p.m. Info: 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.

August 26: 2014 Economic Development Forum. Memphis Cook Convention Center, 255 N. Main Street, various times. Info: 525-6512, dgordon@mmbc-memphis.org or visit edf.mmbc-memphis.org.

September 6 and 7: 43rd Annual Germantown Festival. Germantown Civic Club Complex, 7745 Poplar Pike. Various times. Info: 757-9212 or gownfestival@aol.com or germantownfest.com

September 16: 1st Seminar on Aging Creatively. Community Foundation of Greater Memphis, 1900 Poplar Ave. 8:30 a.m. - 12:30 p.m. Info: 728-4600.



Customer Reference Number: 8/14



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75th Customer Connection

Produced monthly by Memphis Light, Gas and Water Division

Celebrating Brilliant Service for 75 Years

MLGW Recognized as Top Green Power Switch Recruiter

TVA recently honored Memphis Light, Gas and Water during its annual Green Power Switch Leadership Awards as the Top New Recruiter of the Year. The distinction recognizes MLGW's efforts to promote renewable energy by enrolling the most new customers into the Green Power Switch program in 2013.

The program allows residential and commercial customers to buy Green Power Switch blocks (energy produced from renewable energy like wind, solar and landfill gas).

"Reducing emissions and saving natural resources is important to MLGW. We are honored to receive the Top New Recruiter Award and hope to continue our upward enrollment trend," said Jerry Collins Jr., President and CEO.

To learn more, go to mlgw.com/about/mlgw-greenpowerswitch.

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Buried Gas Pipelines

As a natural gas customer, you may have a natural gas line running underground from the meter to either a separate building or an outdoor gas-burning appliance.

Federal regulations require MLGW to make you aware that you are responsible for maintaining any underground gas piping on your property that extends beyond the meter. If not properly maintained, buried gas pipelines may be subject to corrosion (if metallic) and/or leakage. To ensure its continued safe and reliable operation, buried piping should be checked for leaks or damage.

You are advised to contact a natural gas contractor such as a private utility service, meter specialist or gas-certified plumber to locate, inspect and make any necessary repairs to your buried gas piping. MLGW cannot perform inspections or make repairs on customer-owned buried piping. If you are not the property owner, please notify the owner about this requirement.

Hold that shovel right there!

Gardening, excavating or digging? August 11 (8/11) is National 811 Day, a reminder to call 811 before any digging to have your underground utilities marked and prevent hitting a gas line.

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Call for your Pilot Safety Inspection

MLGW's Pilot Safety Inspection program begins August 11 and will run through February 28, 2015. You can schedule an appointment beginning August 11. Appointments scheduled between September 2 and September 30 are free. Appointments scheduled between October 1 and December 31 will incur a \$55 fee. The fee will be billed to your account and covers up to three gas heating appliances. Each additional appliance over three will cost an additional \$17 fee. The service is free to physically challenged customers and seniors (60 years and older).

To schedule an appointment, please call 820-7878 to choose a date and time convenient for you. You may also use our Interactive Voice Response (IVR) system to schedule an appointment. You will need your 16-digit account number when using this system.

You may schedule an appointment for a Tuesday, Wednesday, Thursday or Saturday for one of the following time slots:

- 8 a.m. - noon • noon - 4 p.m. • 4 p.m. - 8 p.m.
- Saturday appointments are either 8 a.m. - noon or noon - 4 p.m.

For the best selection of dates and times, call as soon as possible. MLGW's Customer Care Center is open from 7 a.m. - 7 p.m., Monday through Friday.

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Budget Billing

Would you like to know what your utility costs will be each month, even before you receive your bill? You can - with Budget Billing, a Memphis Light, Gas and Water program that allows you to pay the same amount each month. Budget Billing does not reduce your overall energy expense. It simply lets you spread out your annual energy expense over a 12-month period and lets you know ahead of time what your monthly payment will be. So you'll be able to manage your household budget more easily.

How it works:

- When you enroll in the program, MLGW analyzes your previous year's total usage, adjusts for rate changes and weather conditions, and divides the total into 12 monthly installments.
- You pay this installment each month until the following March, when the Budget Billing installment for the next 12 months is determined.
- Your MLGW account will be monitored monthly. If your actual utility costs are consistently lower or higher than your Budget Billing installment, your installment will be adjusted.

To apply for Budget Billing, visit mlgw.com/budgetbilling.

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