

Smart Talk: Smart Meters Benefit All Customers, Especially Those Financially Challenged

Smart meters can bring operational cost savings to MLGW, which get passed on to our customers through lower fees, faster service and new options. For example:

- *Smart water meters detect continuous water use, which is often a sign of a leak. More than 33 percent of homes that received smart meters during phase 1 had leaks in their homes. Alerting customers to leaks that may not be apparent helps allow them to correct the issue before it becomes a major problem—both in damage and utility costs.*
- *Smart meters enable residential customers to adopt PrePay service, a pay-as-you-go plan similar to pre-paid phone service. PrePay eliminates security deposits (currently \$200), late fees, and electric reconnect fees. For customers who have difficulty paying their MLGW bill in full, PrePay also enables customers to pay off existing debt transferred into their PrePay account. In addition, PrePay encourages conservation by making customers more aware of utility use and costs. In fact, Salt River Project, the Phoenix area utility with the nation's largest prepayment program (at 13 percent), cites a sustained average 12 percent electricity reduction among their participating customers.*

With City Council approval of full smart meter deployment, these customer savings can help reduce the amount of unpaid bills and lower bad debt write-off, which will help keep rates low for customers.

To learn more, go to www.mlgw.com/smartgrid.

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

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July: Operation Feed Food and Funds Drive: The community-wide effort to fight hunger. Info: David Stephens, 497-1153 or dstephens@midsouthfoodbank.org.

July 10 – 31: Memphis Jams on Beale Friday nights from 6 to 9 p.m. at Coca Cola Pavillion, Handy Park. Memphis music presented by organizations that support Memphis music. Info: 526-0115 or bealestreet.com/memphisjams.

July 25: UCAN of Memphis Teen Conference for its Dare 2 Dream program at the Neighborhood Christian Center from 10 a.m. to 2 p.m., \$10 per student. Info: 262-8642 or ucanofmemphis.org.

August: Our community is experiencing a shortage of most blood types. You still have a chance to be a hero when you donate blood this summer. Patients all around the region count on blood donors like you to roll up your sleeve and donate the gift of life. Visit one of Lifeblood's five neighborhood donor centers today. Info: lifeblood.org.

August 1: Sixteenth Annual Spirit of SRVS Auction, Wine and Food tasting benefiting SRVS and people with disabilities, from 7 – 11:30 p.m. at the Hilton Memphis. Info: 312-6801 or srvs.org.

August 29: Meritan's 16th Annual Midnight Classic Bike Tour featuring a 17-mile, non-competitive ride beginning and ending at Tiger Lane. All proceeds go to support Meritan, Inc. Info: meritan.org.



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Customer CONNECTION



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Governor Haslam Awards MLGW for Contributions to Clean Air

Tennessee Governor Bill Haslam and Tennessee Department of Environment and Conservation Commissioner Bob Martineau



announced MLGW as one of 11 winners of the 2015 Governor's Environmental Stewardship Awards (GESAs). MLGW received a GESA in the Clean Air category.

MLGW was awarded for reducing area diesel emissions and improving air quality in Memphis and on state highways by building and assisting in the development of natural gas fueling stations. Providing alternative fuel helps to reduce air pollution and addresses poor air quality.

MLGW is currently operating the only two public access compressed natural gas stations in Memphis with plans to construct a third one.

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On May 18, MLGW held a grand opening of its newest public compressed natural gas fueling station at the South Center located of Brooks Road and U.S. 61.

The grand opening kicked off the Alternative Fuel Rally which showcased a fleet of 20 trucks on a five-city tour from the Bluff City and end in Dollywood in Pigeon Forge. The rally highlighted the advantages of compressed natural gas as an alternative fuel source which is roughly 30 percent cheaper than diesel fuel and reduces carbon dioxide emissions by up to 30 percent.

MLGW has 92 compressed natural gas powered vehicles and four tank trailers which saves more than 37,000 gallons of gasoline and more than 100 tons of greenhouse gas. Last year, the CNG stations sold more than 250,000 units of compressed natural gas which resulted in reductions of greenhouse gas emissions, NOx and VOCs, particulate matter and other tailpipe air pollutants.

In 2014, MLGW's fueling station permitted local companies to switch out their fleets to compressed natural gas because of easy access to their fueling stations.

MLGW Customers "Play it Cool" and Receive Free Air-Conditioning Units

Imagine trying to survive a Memphis summer without air conditioning. For many MLGW customers without air, sitting outside can be cooler than inside the house. To help, MLGW teamed up with the Neighborhood Christian Center for the annual Play it Cool program to provide 200 window

air-conditioning units to qualified low-income seniors and disabled residents of Shelby County.

The Neighborhood Christian Center hosted a screening and application process for the units furnished by MLGW. Once MLGW workers inspect the homes of those who are eligible, installations will begin.

Frances Hawkins, 64, arrived just after sunrise at 6:30 a.m. on the first day of the screening, May 19, to be the first in line. "I came before they opened the gates for the parking lot," she said. She has been using window box fans since her air conditioner recently quit working. "This is a really good thing and I need an air conditioner," she said.



Frances Hawkins provides documentation to NCC's Director of Operations Renee Crayton as Tammie McKuhn, Director of Compassionate Ministries looks on.

Community Conservation Day Giveaways Bring Smiles to Customers



MLGW Energy Technicians handed out boxes with energy-saving goodies like compact fluorescent light bulbs, low-flow faucet aerators, credit card-sized water temperature testers and electrical outlet socket gaskets at the Peggy Prater-Harvey Community Office at 2935 Lamar Ave. this spring. Visit any of the MLGW Community Office Locations on Thursday, July 16, from 9-11 a.m.; Thursday, August 20, from 9-11 a.m.; and Thursday, September 10, from 9-11 a.m. and learn ways to save energy and receive a free energy conservation kit.

MLGW Community Offices:

Main Community Office, located at 245 S. Main St.;
South Community Office, located at 2935 Lamar Ave.;
Millington Community Office, located at 5131 Navy Road;
North Community Office, located at 2424 Summer Ave.;
and Whitehaven Community Office, located at 1111 E. Shelby Dr.