

MLGW Receives National Recognition for Reliable Electric Operations

For the fifth time, Memphis Light, Gas and Water has earned the American Public Power Association's (APPA) Reliable Public Power Provider (RP3[®]) recognition for providing customers with the highest degree of reliable and safe electric service. However, 2015 marks the first time ever that MLGW earned the highest honor given, the Diamond award. MLGW joins 26 other utilities nationwide who received the Diamond award in 2015.

MLGW to Install Street Lights in South Cordova

Beginning July 31, 2015, MLGW will begin a year-long streetlight installation project in the southern portions of Cordova. Approximately 640 lights will be installed along these boundaries: south of Walnut Grove, west of Sanga and east of Forrest Hill Irene. This streetlight installation project is part of the 2012 City of Memphis annexation of South Cordova.

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



Community Calendar

August 20: Community Conservation Day at MLGW Community Offices from 9-11 a.m. Learn ways to save energy and receive a free energy conservation kit.

August 25-27: 2015 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 7: The 13th Annual Chick-fil-A 5K benefiting Junior Achievement of Memphis at AutoZone Park. Info: jamemphis.org, contact csurett@jamemphis.org or call 366-7800.

September 12 and 13: 44th Annual Germantown Festival. Germantown Civic Club Complex, 7745 Poplar Pike. Various times, Info: 757-9212 or germantownfest.com.

September 13: The 39th Annual Central Gardens Home & Garden Tour from 1-6 p.m. featuring unique homes throughout Central Gardens. A new feature for this year's tour is a display of vintage cars such as a 1963 Triumph TR3 convertible and a 1926 Ford. Info: centralgardens.org.



Customer Reference Number: 8/15



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Memphis Leads Among Nation's Cities with Lowest Utility Bills

What if your electricity, natural gas, water and wastewater services totaled more than \$600 per month? Residents in Boston pay that cost for a typical winter bill, but Memphians only paid a bit more than \$250 each month – the lowest among 30 metropolitan areas surveyed in the nation.

For the third consecutive year, MLGW topped the list of having the lowest winter residential bills. The survey looked at what a typical home would use in terms of electricity, natural gas, water and wastewater services.

A Memphis resident would pay \$251.06 a month for the four services compared to someone living in Boston who would fork out a whopping \$603.23 a month. Boston came in last among the metro areas

(continued inside)



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(continued inside)



(Lowest Utility Bills continued from front page.)

which responded to the survey. Among Tennessee cities, Jackson ranked 12th with a monthly winter bill of \$352.87 followed by Chattanooga (14th with a \$357.18 monthly bill), Nashville (20th with a \$401.83 monthly bill) and Knoxville in the 24th spot with a \$450.45 monthly bill.

In 2014, a typical Memphis winter residential bill was \$278.25. But for 2015, the bill dropped about \$27 to \$251.06.

The savings resulted largely in how MLGW buys its gas and reflects the dropping gas prices in the marketplace. When the cost of gas drops, MLGW passes along those savings to the customer.

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.

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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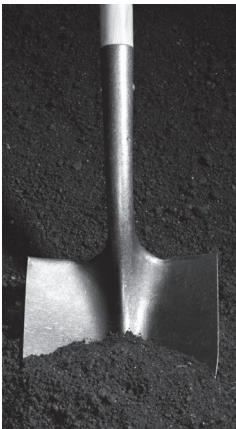
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Sign up for Share the Pennies and Make a Difference

Share the Pennies is a program sponsored by MIFA and MLGW which rounds up your monthly utility bill to the next whole dollar amount and donates the difference to Project CARE.

Project CARE is an energy-efficiency program that assists elderly and disabled customers with minor repairs to their homes. Qualified Project CARE recipients receive up to \$1,500 for repairs such as replacing broken windows, fixing gas or water leaks, replacing AC condensers or furnaces, upgrading attic insulation and other energy-efficiency measures.

To date, Project CARE has helped over 180 elderly or disabled people with more than \$161,000 in energy-efficiency repairs. By donating through Share the Pennies, you make Project CARE possible.

The way it works is simple. For example: if your utility bill is \$113.80, it will be rounded up to \$114 and a \$.20 donation will be added to the Project CARE fund. You will see the donation amount on your MLGW bill.

You can make a difference in your community by donating to Share the Pennies. It's easy to sign up by calling 901-528-4188, visiting mlgw.com/share or by completing and mailing in the enrollment form included with your August MLGW bill.



Call for your Pilot Safety Inspection

MLGW's Pilot Safety Inspection program begins August 10 and will run through February 29, 2016. You can schedule an appointment beginning August 10. Appointments scheduled between September 1 and September 30 are free. Appointments scheduled between October 1 and December 31 will incur a \$54 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 \$16. 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.

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