

South Cordova Streetlight Project

In the August 2015 Customer Connection we informed you of the year-long streetlight project in South Cordova that began on July 31 as part of the 2012 City of Memphis annexation of South Cordova with approximately 640 lights. This street light installation process will basically cover areas south of Walnut Grove, east of Mysen Drive, west of Forest Hill-Irene and north of Wolf River in addition to a section off Walnut Bend Rd.



Customers can visit mlgw.com/cordovastreetlight to view the map.

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

Nov. 6: Sip Around the World Wine Tasting at Memphis Botanic Garden from 7 to 10 p.m. benefiting the National Kidney Foundation of West Tennessee. Info and tickets: 683-6185 or visit nkfwtn.org.

Nov. 8: 12th Annual Harbor Town Dog Show benefiting the Humane Society of Memphis and Shelby County at noon at Nursery Park located in Harbor Town. Info: 578-3566 or harbortowndogshow.com.

Nov. 17: Aging Creatively: How creativity can be used to help maximize cognitive, physical, and emotional health through the aging process. The Community Foundation, 1900 Union Ave. from 8:45 a.m.-noon. CEUs are available. Info: 272-3434 or visit creativeagingmidsouth.org/workshop-registration.

Nov. 20 – Nov. 22: The Memphis Potters' Guild - Annual Holiday Show & Sale at the Memphis Botanic Garden's Goldsmith Civic Center, 750 Cherry Road, in Audubon Park. Admission is free. Info: 576-4100, or visit thememphis-pottersguild.com.

December 8 – 11: Help Make-A-Wish Mid-South make life better for kids, families and communities. Stop by the Shops of Saddle Creek to make a contribution.



Customer Reference Number: 11/15



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Awarded for Company Fleet: Named in 100 Best Fleets in North America

Memphis Light, Gas and Water Division was recently announced as one of the 100 Best Fleets in North America. The utility was named 46th in the Government Green Fleet Awards for 2015, scoring higher than its previous honorable mention award in 2014.

The Government Green Fleet Award is open to all federal, state and local government fleets in North America. The rating criteria is based on hundreds of sources of green fleet planning and methodology. The evaluation standards are divided into several key categories: fleet composition; fuel and emissions; policy and planning; fleet utilization; education; executive and employee involvement; and supporting programs.

MLGW owns and operates a diverse fleet of alternative fuel vehicles used by employees for service calls, field inspections and project deployments.

(continued inside)

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(continued inside)

(Company Fleet continued from front page.)

"This award shows we are committed to making our community a better place to live for everyone," said Jerry Collins Jr., MLGW president and CEO.

View more MLGW Green Initiatives at mlgw.com/community/environment.

Need a gift idea for the holidays? MLGW has the perfect solution.

MLGW's Gift of Comfort program enables you to make a payment of any amount toward a specific customer's utility bill, as a gift. You only need to know the recipient's address.

Complete the Gift of Comfort form at mlgw.com and follow the mailing instructions, or obtain a form at one of our community offices by calling 544-MLGW (6549).

Your gift will show in the form of a credit on the recipient's MLGW bill.



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Shelby County Simplifies Utility Assistance Process

Need government help with your utility bill? There is now a convenient way to apply for assistance with appointments scheduled for the Low-Income Home Energy Assistance Program (LIHEAP) and Crisis Utility Assistance services administered by the Community Services Agency (CSA) of Shelby County.



The Regular Assistance program provides assistance to any household with a utility account and the household income falls within 150 percent of Federal Poverty Guidelines income.

The Emergency Assistance program provides assistance to any household that has received a cut-off notice and has senior and/or disabled residents, children under the age of 6 or an uncontrollable circumstance.

Customers who need utility assistance are urged to call 222-4280 or 222-4281 for appointments in mid-December through January 2016; mid-February through March 2016; and mid-June through July 2016 at the Community Services Agency office at 3772 S. Hickory Ridge Mall.

For more information, visit the Community Services Agency section of shelbycountyttn.gov.

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Do You Want to Pay the Same Amount for Your Utility Bill Each Month?

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 spreads 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 a whole lot easier.

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 twelve 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.

For participation guidelines and application information, call 544-6549 or visit mlgw.com/budgetbilling.

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