

Safety tips when severe weather strikes:

- Never approach or touch downed power lines. If a power line falls on your car, remain inside until help arrives.
- If you smell gas, do not turn on lights or electric appliances and don't use any phones. They could cause an explosion.
- If you smell gas after severe weather, leave the building immediately. Go to a safe place and call MLGW. Do not go back into your home until MLGW says it is safe to do so.
- If you use a portable generator, do not operate it inside your home or closed garage due to carbon monoxide danger. Also, do not plug it into a wall outlet to power your home; that can cause a dangerous fire hazard.
- Should you have downed wires, gas leaks or a broken water main, call MLGW's 24-hour, emergency-only hotline at 528-4465.

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

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March 28: Creative Aging's Senior Arts Series, Theatre Memphis, 630 Perkins Ext., 1:30-3:30 p.m. Minimum donation of \$5. Info: creativeagingmid-south.org/new-senior-art-series or 272-3434.

March 31: Memphis Botanical Garden's Annual Family Egg Hunt, 750 Cherry Rd., 1-4 p.m. MBG members \$6/non-members \$8. Tickets \$10 at the gate. Under age 2 free. Info: 636-4100.

April 12: Bartlett Business Expo: Health, Home and Garden, 7700 Flaherty Pl., 9 a.m. – 4 p.m. Info: bartlettchamber.org or 372-9457.

April 18-22: Africa in April Cultural Awareness Festival, Robert R. Church Park at Fourth and Beale, various times.

April 28: Memphis Public Library's Bookstock: Memphis-area Authors Festival at Benjamin L. Hooks Central Library, 3030 Poplar Ave., 11 a.m. – 3 p.m. Info: 415-2709.

Do you have an upcoming community event? Send an email at least three months prior to the event to corpcomm@mlgw.org. Be sure to include Community Calendar in the subject heading.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

City Council approves MLGW's 2018 budget

The Memphis City Council approved MLGW's \$1.95 billion operating and capital budget in February. Also approved was an increase in gas and electric rates of two percent, effective for the July revenue month. When combined, the typical residential customer will see the cost of these services increase an average of \$3 per month (\$.72 per month in gas and \$2.28 for electric) starting in July.

The rate option approved was a compromise. It was not one of our preferred options because it will mean that the Division will have to seek the next rate increase sooner.



City Council meeting on February 6, 2018.

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A water rate increase of 1.05 percent was approved in January, which is expected to raise about \$1 million annually and will mean residents will pay about 18 cents more per month.

The extra income will fund an aquifer study which will examine the underground protective clay layers leading to the Memphis Sand aquifer where Memphis draws its drinking water.

Smart meter update: PrePay

MLGW has launched a new payment option, PrePay, thanks to smart meters. With almost 660,000 electric, gas and water smart meters currently in use, customers who have the new meters for all their utility services now have a choice to schedule their bill payments on their own terms.



Benefits of PrePay to our customers include:

- No deposits!
- No reconnection fees!
- No late fees!
- No end-of-the-month bill surprises!

Customers can learn about PrePay by going to mlgw.smartgrid.com, leaving a message on the PrePay information line (528-7729 or 528-PPAY) or sending their questions to prepay@mlgw.org.

DuPont thanks MLGW for help with private substation

As 220 DuPont employees were working on the Sunday night before Monday's Martin Luther King Jr. holiday, the company lost power at its private electrical substation.

The problem, a critical internal component had failed but DuPont didn't have the necessary part.

That's when DuPont called MLGW. While most workers were off on MLK Day, some of our employees immediately got into action and saved the day. By Monday night, the plant was up and running again.

"This is a great example of what going above and beyond customer service looks like," DuPont's Robert Mooshegian said. He praised MLGW workers for their prompt action during a recent MLGW Board of Commissioners meeting.



Jon Laman, Robert Mooshegian of DuPont, Jim Dacus and Wayne Ellis.

Make springtime a safe time

With the upcoming change to nicer, warmer temperatures, we frequently get severe weather. MLGW wants you and your family to be safe and protected during severe weather outbreaks, so here are a few tips to increase safety:

- Identify the safest place in your home in case of emergency. It might be a closet or bathroom in the middle of your home, away from exterior doors and windows. Go there if you hear severe weather warnings.
- Stock that place with emergency items such as a first aid kit, flashlights, a battery-operated radio or TV and extra batteries.
- Store bottled water or tap water in sterile containers, enough for several days, two quarts per person per day. Store some non-spoilable food items that don't require heating, as well as a can opener.
- Include a whistle or similar device to alert emergency personnel in case of rescue efforts.
- Store a supply of necessary prescription medicines.

