


Water Quality Report Is Available

Want to check out the facts about the source and quality of your drinking water? MLGW's Annual Water Quality Report will be online in May at mlgw.com/waterquality.

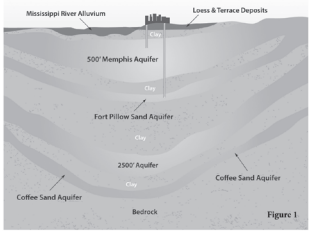


Memphis Water: Clearly Superior Water Quality Report 2018

Memphis Light, Gas and Water is proud to present its 2018 Water Quality Report, which includes required information about the testing, monitoring and treatment of our drinking water.

The experts agree: Memphis water is sweet and it has a wonderful taste, making it one of the best-tasting waters in the world, partly because it has very few minerals so that it can be used with minimum treatment after it is withdrawn from underground wells. Memphis water is extremely pure as it comes from about 125 wells underneath the Memphis area, and it only requires a basic process of aeration, which eliminates iron and dissolved gases. Nevertheless, after the water is directly extracted from the Memphis aquifer, it goes through processes of filtration, chlorination and fluoridation, all required by law for public drinking water, which makes our water even cleaner, healthier and better tasting. These treatments are not required for industrial use. But that's not it. Memphis has water that is not only sweet to the palate but also so plentiful,

which results in it being very inexpensive as we deliver it to our customers. Memphis is one of the largest cities in the world with a water supply that relies exclusively on artesian wells. The water we use for consumption and industry comes from an aquifer, under the surface of the Earth. The Memphis Aquifer is a natural underground reservoir located from 350 to 1,100 feet below ground surface. It is a part of a larger system of aquifers extending to a depth of 2,600 feet. The aquifers are composed of layers of clay, sand and gravel that act as natural filters and remove many impurities from the water. The wells connected into this system are known as "artesian wells" because they draw the naturally purified water to the surface by releasing the built-up pressure which forces the water up the well like liquid through a straw.



The Environmental Protection Agency (EPA) and the Tennessee Department of Environment and Conservation (TDEC) have asked all public water suppliers, including MLGW, to include the following language in their Water Quality Reports for your general knowledge:

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.

Community Calendar

June 11 – Your Water, Your Research: Aquifer Study Public Forum, 5:30-7 p.m., Hollywood Community Center, 1560 N Hollywood St, Memphis, TN 38108. Sponsored by U of M CAESER, 678-5110 or strengthencommunities.com.

June 12 - Nov. 27 – 2019 Creative Aging Senior Arts Series, featuring musical and theatrical performances for seniors. Select Wednesdays at 1:30 p.m. at Theatre Memphis. Ticket: \$5. Visit creativeagingmidsouth.org or call 272-3434.

June 20 – Power Hour, MLGW Administration Bldg. Auditorium, 220 S. Main, 6 p.m. Utility officials discuss relevant topics and answer community questions. mlgw.com/powerhour.

June 22 – 5th Annual Feast on the Farm Gala, Agricenter International, 7777 Walnut Grove Road, 6 p.m.- 11 p.m. Visit: agricenter.org/feast.

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.



Customer Reference Number: 5/18



Customer Connection

PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION



On Power Supply Alternatives

At MLGW, we strive to provide the most reliable and affordable services for our customers. TVA has been a great partner for the past 80 years and we are thankful for their service to our company and our community, however, we must weigh our options for other power sources to determine if our current arrangement is optimal.



Pres./CEO J.T. Young

Recently, we released a Request for Proposal (RFP) for our Integrated Resource Plan (IRP) process to accurately determine the most viable options should we elect to procure electricity from sources other than TVA. The IRP process is an industry standard approach for utilities to assess optimal resources needed for the long-term electricity supply to meet the needs of their customers. It is important to note that MLGW has never engaged in this process before due to our ability to take reliable, full requirements electric service from TVA.

(continued inside)

(President, continued)

So, in essence, we are plowing new ground here.

We are working to find consultants for our IRP which will evaluate the current MLGW-TVA “All-Requirements” Wholesale Power Agreement versus that of entering into the Wholesale Power Market to meet the future electric energy needs of our customers at the least cost.

Proposals are due to MLGW by May 17, 2019 and the consultant awarded the contract will be named in early July 2019. Once completed, the IRP will outline the electric resources needed by MLGW to meet the electricity demand of our customers over the next 20 years.

As part of the process, we are working alongside Mayor Jim Strickland to form a community advisory committee comprised of business leaders, community members and other officials. Their input will be an important part of the process of weighing our utility options.

This will be a long, rigorous process and a significant decision. The IRP and the input from the community-based advisory committee will be taken into account when deciding our options for other power sources.

Our goal will always be to fulfill our mission to safely deliver services that create and sustain superior customer experiences. No matter the outcome of this process, we will continue to do just that.

Thank you for your patience during this process.

Summer Energy Saving Tips

- Have a professional, reputable contractor clean and inspect your air conditioner. This should be done every year, whether you have window or central units.
- Check your air conditioner’s filter every time you receive your utility bill. Look for a dust build-up that can restrict the airflow and place stress on the system. This added stress places wear and tear on the unit, and increases operation costs. Filters can be washable or disposable. Most hardware stores carry inexpensive, fiberglass filters that are disposable. Measure the existing filter or filter opening. You want to buy the proper fitting filter. If fitting is not correct, it will not filter the debris. It is best to keep several filters on hand.
- Always replace the filter cover. By creating a tight seal around the filter opening, you can block any unconditioned air that is being pulled into the unit. The stress of having to cool this warm air causes the efficiency to drop and a loss of effectiveness of the cooling process.
- Set the thermostat at 78° degrees or higher for the most energy efficient operation. Each degree below this setting adds six percent to your cooling costs.
- Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.
- Shade windows on the sunny side of your home. Keep drapes closed or add room-darkening shades to block out the heat from the sun.
- The outside portion of a central air conditioner is the condensing unit. Keep it clear from dried mud, debris and grass clippings, because it needs to breathe. Ask the contractor for instructions on how to do it yourself.
- Use a programmable thermostat to routinely raise the inside temperature while you are at work or routinely away from home for four hours or longer. Pre-set the thermostat to adjust back to your normal comfort range 1/2 hour before getting home. This automatic adjustment reduces the cumulative operation of the air conditioner while you are away, and eliminates any discomfort when you arrive home.
- Use your programmable thermostat to automatically increase the temperature setting at bedtime. Sleep under lightweight bedding and use fans during sleep. You will sleep comfortably with less cooling.
- Do not place lamps near your thermostat. The thermostat senses the heat produced from the lamp and causes the air conditioner to run longer than necessary.

