

## Hold that shovel, stop that backhoe!

Gardening, excavating, constructing or digging? August 11 (8/11) is National 811 Day, a reminder that you should always call 811 before any digging to have your underground utilities marked and prevent hitting a gas line or other underground utilities. Don't go BOOM! For more info, go to [mlgw.com](http://mlgw.com).



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## Community Calendar

**August 8:** Bartlett Senior Veterans' Meeting, second Wednesday of each month, 9 a.m., Robinwood Senior Resort, 2795 Kirby Whitten. More info, call 901-299-7516.

**August 10 and 24:** Tour of the Herb Garden, Memphis Botanic Garden, 750 Cherry Road, Memphis, 9:30 to 10:30 a.m. For more info, call 901-636-4128.

**August 15:** Forever Young Senior Veterans' Meeting, third Thursday of each month, 10:30 a.m., Germantown Baptist Church, Faith Building, 9450 Poplar. Lunch at 11:30 a.m. More info, call 901-299-7516.

**August 30 – Sept. 8:** The Delta Fair and Music Festival, Agricenter International, 7777 Walnut Grove Road, Memphis. For more info, visit [deltafest.com](http://deltafest.com) or call 901-867-7007.

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

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## Customer Connection

PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION



### Share The Pennies Reaches Milestone

MLGW reached a milestone with funds from the Share The Pennies (STP) program. Since MLGW kicked off its newly expanded weatherization program in 2018, more than \$1 million has been collected.



"As Memphis celebrates its 200<sup>th</sup> birthday, we're grateful to be celebrating the work completed on 200 homes," said MLGW's Chief Customer Officer Jim West.

Murlene Beaugard is the 200<sup>th</sup> homeowner Share the Pennies has helped.

Anthony Jackson with Jackson General Contractors

(continued inside)

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of Memphis and his crew installed two new heat pumps and air conditioning units, patched gaping holes in the ceiling, walls and floors, repaired a sewer leak under the house and leveled sagging floors.

"I couldn't afford to do these things," said Beaugard who is 67 and legally blind. With the repairs finished, she added, "This is going to really take a lot of stress off us." Beaugard babysits her five grandchildren while her daughter works.



Regarding the Share the Pennies program, Jackson said, "Most of the time, I'm a person who doesn't like (spare) change. I either lose it or it falls between the seats.

Change is always being disregarded. This program puts it in perspective what those pennies actually can do and who they can help."

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## Learn more about billing

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Each month, you'll receive an emailed reminder and can log-in to view your bill, then pay online or through any other method, including AutoPay. With AutoPay, MLGW automatically deducts your utility payment from your checking account each month. For more information, visit [mlgw.com/residential/autopay](http://mlgw.com/residential/autopay).

**Understand Utility Charges:** Each MLGW service has a minimum charge, regardless of usage, that helps pay for recurring costs related to maintenance, payment processing and customer service. Visit [mlgw.com/residential/residentialrates](http://mlgw.com/residential/residentialrates) to learn more.

### MLGW's Minimum Fixed Charges

Service Charge	
<b>Electric</b>	\$11.89 (\$13.49 service charge, less \$1.60 hydro allocation)
<b>Gas</b>	\$10.22

Meter Size	5/8"	3/4"	1"	1 1/2"	2"
<b>Water W-1*</b>	\$8.09	\$11.68	\$20.71	\$46.59	\$82.84
(Minimum rates within city limits)					
<b>Water W-2*</b>	\$11.26	\$16.20	\$28.83	\$64.83	\$115.24
(Minimum rates outside city limits)					

\* Charge determined by customer's location.

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## Summer Energy Saving Tip

- 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 a contractor for instructions on how to do it yourself. Check it periodically, especially after an intense rain. Mud can splatter onto the unit and block the air after it dries.



- 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.
- Use a programmable thermostat to routinely raise the inside temperature while you are at work or routinely away from home for 4 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.

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