

## Living Safely with Natural Gas Pipelines

MLGW maintains more than 4,831 miles of gas mains and 181 miles of gas transmission mains throughout Shelby County. While this delivery system is very safe, pipeline leaks can occur as a result of natural disasters like earthquakes or unsafe digging practices. It's vital that you call Tennessee One Call at 811 to request that your underground utilities be located and marked before you begin a digging project.

### How to recognize a pipeline leak

- Hissing or roaring sound caused by escaping gas.
- Dead or discolored vegetation in an otherwise green setting along a pipeline route.
- Blowing dirt, grass or leaves near a pipeline.
- Flames coming from the ground or from valves along a pipeline.
- Steady bubbling in a wet, flooded area or marshland, river, creek or bayou.

### How to report a pipeline leak

- From a safe location, call MLGW's 24-hour emergency line at 528-4465 and report the leak.
- You also may call 911 or your local public safety officials and describe the location and the situation.



## Community Calendar

**Aug. 29:** National Kidney Foundation Cadillac Golf Classic benefitting The National Kidney Foundation of West Tennessee. Registration begins at 11 a.m. with a shotgun start at 12:30 p.m. at TPC Southwind. Entry fee is \$250 per player. Contact Stacey Payton at 683-6185 or [spayton@nkfwtn.org](mailto:spayton@nkfwtn.org).

**Sept. 26 through Nov. 14:** Common Ground, a YWCA community initiative to improve race relations in Memphis, will hold its fall sessions at Southwest Tennessee Community College - Union Avenue Campus. For more information and to register by September 12th, visit [www.commongroundmemphis.org](http://www.commongroundmemphis.org).

**Oct. 1, 2011 through May 5, 2012:** Comic genius Martin Short highlights IRIS Orchestra's twelfth concert season featuring extraordinary guest artists performing at the Germantown Performing Arts Centre. Short will kick off the season on Oct. 1. For individual tickets, subscriptions and more information, call 751-7500 or visit [www.irisorchestra.org](http://www.irisorchestra.org).



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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### Credit for MLGW Natural Gas Customers

MLGW residential, commercial and industrial customers who were billed for natural gas from January 2008 through May 2011 will receive a billing credit. The credits will appear on customers' bills generated between August 3, 2011, and August 31, 2011. The amount of the credit will be unique to each customer and is based on the amount of gas consumed over the January 2008 through May 2011 time period. The credit is a result of a natural gas transportation cost component that was omitted during the calculation of the Purchased Gas Adjustment (PGA). This omission caused the PGA to be slightly higher than necessary. The PGA was corrected for bills generated on June 3, 2011, and thereafter. Factors affecting your credit are:

- How much natural gas you used during the period as shown on customers' utility bills between January 2008 and May 2011.

(continued inside)

### MLGW's Customer Credit, cont. from cover

- The rate for the Purchased Gas component that was omitted.
  - Interest earned on the funds you paid.
- The credit rate shown on your bill is a total of the Purchased Gas component that was omitted and the interest portion, approximately \$0.019/ccf combined.

### How to Calculate Your Credit

If you were billed for natural gas from MLGW any time during the January 2008 through May 2011 time period, a credit will show on your August bill. The calculation of your credit has already been done and is shown on your bill under the section called Gas Billing Credit. Headings under the Gas Billing Credit section show the reading dates of your former bills, the natural gas usage for each month,



the credit rate omitted from the PGA and the amount of the credit. Multiply your usage by the rate to arrive at the amount of the credit for the month. The total Gas Billing Credit is at the bottom of the amount column and is credited to your current bill.

You can check these credit calculations by referring to your bills from January 2008 through May 2011. Remember, the credit amount is based on the rate shown multiplied by your individual usage.

Since usage is unique to the customer, it is unlikely that your credit amount will match that of any of your neighbors.

People who have inactive accounts with appropriate forwarding addresses will receive their Gas Billing Credit via special checks through the mail.

### Get Connected with MLGW

Receive an MLGW "Keeping YOU Connected" cell phone holder by going to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) and signing up for MLGW's Mobile Alerts program. You will receive text messages notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. A valid mailing address is required to send the cell phone holder.

Also, don't forget MLGW now has an iPhone App that allows MLGW customers to access a variety of utility-related information, including outage status and a new mobile-friendly outage map. The app is available for free download in the Apple iTunes app store at [www.apple.com](http://www.apple.com) or through iPhone or iPad devices.

### Air Conditioner Donations Give MLGW Customers Heat Relief

For the fourth consecutive year, MLGW and the Neighborhood Christian Center joined forces to donate window-unit air conditioners



to qualifying seniors and disabled residents through MLGW's "Play It Cool" program.

The Neighborhood Christian Center took applications and conducted screenings of applicants on June 23, and MLGW employees installed the air conditioning units at the homes of residents who were found to be eligible.

Since "Play It Cool" began this summer, more than 100 applicants have been screened and approved for units. MLGW also recently donated 100 air conditioners to WREG Channel 3's "Beat the Heat" program to further help customers stay safe and cool.

Visit MLGW's website: [www.mlgw.com](http://www.mlgw.com)