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.

Get Connected with MLGW

Receive an MLGW “Keeping YOU Connected” cell phone holder by going to 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 or through iPhone or iPad devices.

Customer Connection

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)