



Strong Congregations Strengthen The Community

“Strong Congregations Strengthen the Community” is the theme for the 2009 MLGW Business of Being a Church

Conference scheduled for Friday, Nov. 13, 2009 from 9 a.m. – 2:30 p.m. The conference is an annual event hosted by MLGW for ministers, their staffs and others who lead church activities, and is aimed at providing ministers and their staffs the opportunity to network and acquire new skills.

The conference offers an array of workshops to aid churches in building their ministry and is also a forum for MLGW to share information about its programs, services and activities. “Institutions of faith are the hub of many communities, and they serve as excellent vehicles to reach MLGW customers,” says Glen Thomas, MLGW Supervisor of Communications and Public Relations.

This year’s conference will feature workshops with subjects ranging from using social media such as Facebook and Twitter to Bridging Diversity and Strategic Planning. The conference will be held at the MLGW Joyce M. Blackmon Training Center at 4949 Raleigh-LaGrange Road at Covington Pike.

Registration for the conference is \$5 and includes a continental breakfast and buffet lunch. For more information, call MLGW Community Relations at 528-4322.



Oct. 3: 48th Annual Greekfest. St. George Greek Orthodox Church, 6984 Highway 70, Bartlett, TN. 11 a.m. to 7 p.m. Free admission. For more information, call 388-5910.

Oct. 17: Neighborhood Yard Sale at 3345 McCorkle Road, sponsored by The McCorkle Road Neighborhood Association and Unity Christian Church, from 9 a.m.- 5 p.m. Free medical and dental screenings, entertainment and more. For information, call 396-6300 or 396-9961.

Oct. 18: S.U.D.S. Walk (Step Up for Down Syndrome) at Memphis Botanic Garden, noon to 4 p.m. Sponsored by The Down Syndrome Association of Memphis and the Mid-South. For more details, visit www.dsamemphis.org.

Nov. 6: The 15th Annual Sip Around The World Wine Tasting, a benefit for the National Kidney Foundation of West Tennessee at the Memphis Botanic Garden from 7 p.m. to 10 p.m. Tickets: \$65 in advance and \$75 day of the event. For more information, please call 683-6185.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW.com Receives National Recognition



MLGW’s Web site, www.mlgw.com, has been ranked as one of the best utility Web sites in North America. Out of 100 electric and gas companies surveyed, [mlgw.com](http://www.mlgw.com) ranked 23, according to the E Source 2009 Review of North American Electric and Gas Company Web Sites.

The survey represents the largest benchmark of electric and gas Web sites available. Responding to customers’ requests for enhanced online options, MLGW has worked aggressively to develop a series of new electronic billing and information services such as MLGW’s My Account Dashboard, Bill Analysis and live outage map.

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More than 120,000 customers have registered for MLGW's My Account, where they can view and pay bills, analyze factors that caused the bill to change and find ways to save energy, thereby lowering their utility bill.

MLGW's Bill Analysis application enables customers to explore the reasons behind monthly billing fluctuations—such as temperature, usage, billing period, service fees, home improvements and other factors. "I'm very proud of the accomplishments of the MLGW Web site in not only keeping up with the advances in current technology, but also in becoming an Internet leader for the utility industry. The Web site, as well as MLGW as a whole, has undergone a renewed focus and transition that puts a direct and dedicated emphasis on customer satisfaction," said MLGW President and CEO Jerry Collins Jr.

The Winter Moratorium Is Coming

MLGW offers a moratorium program to ensure that qualifying disabled and elderly customers (60 years or older) get the warmth they need in the winter. From December to February, MLGW will not disconnect service to customers who have enrolled in the program, though enrollees should still keep their accounts current. For eligibility guidelines and enrollment, customers must call MLGW's Customer Care Center at 544-MLGW or visit one of the community offices. November 15 is the application deadline and customers cannot have an outstanding balance on November 30.



Gas Prices Expected To Be Lower This Winter

Nationwide, wholesale natural gas prices have been falling throughout 2009, but the impact on MLGW bills remains to be seen as the cold winter months approach.

Natural gas for October delivery fell 19 cents to \$2.525 per 1,000 cubic feet on the New York Mercantile Exchange. Prices dropped as low as \$2.50 per 1,000 cubic feet - the lowest since March 2002 - after the government recently reported that U.S. natural gas supplies continue to grow and are now nearly 18 percent above the five-year average.

Still, it's unclear how much lower the costs are expected to be since gas prices for the coldest winter months (December, January and February) could still fluctuate. As always, actual customer bills will be primarily driven by weather and consumption.

North Community Office Closing For Renovations

In October, the North Community Office, 2424 Summer Ave., will close for renovations. The North Office will reopen in January 2010. Customers can visit MLGW community offices at the following locations: 245 S. Main, 2935 Lamar Ave., 1111 E. Shelby Dr. and in Millington at 5131 Navy Road.

MLGW Sponsors Art Contest



The MLGW-sponsored annual poster art contest for Memphis City and Shelby County Schools kicks off in October during National Energy Awareness Month. The deadline for submitting entries is Friday, Nov. 13. The theme is Energy Awareness and Energy Conservation.

The art contest is designed to give students the opportunity to learn about saving energy during the month of October, and to share their ideas. Open to students in grades K-12 in both city and county schools, the poster contest will be judged in three categories – elementary school (grades K-5), middle school (grades 6-8) and high school (grades 9-12). The entrants will be judged on their ability to clearly and creatively communicate the theme "saving energy." MLGW will also display all the entries in MLGW's Downtown Community Office at 245 S. Main St. to allow the community to view them and vote for their favorite, which will be designated the "Community's Choice."

Each winner in each category (K-5, 6-8, 9-12 and Community's Choice) will receive a \$125 award and an energy-saving kit. Each winner's teacher will receive a \$125 gift certificate to the Art Center and an energy-saving kit. Entries must be the original artwork of the student submitting the entry; photographs and computer-generated artwork will not be accepted. Official rules, guidelines and entry forms are available through City and County Schools.
