

Day In The Life: Meter Reader

In the latest "Day In The Life," we find Steven Henderson, a meter reader in the North Service Center.



Henderson, a 4-year MLGW employee, emphasized the importance of properly reading meters to ensure the accuracy of utility bills. Bills are only estimated when meter readers cannot gain access to the meter; however, the readers themselves are not responsible for the estimate.

The dials of electric and gas meters, he said, are read from right to left. Possessing a good memory proves to be a great advantage when you walk the same route regularly. Meter readers encounter more on-the-job obstacles (pets, weather, etc.) than the average MLGW employee since the readers are required to walk from house to house.

Henderson said one of the required skills of the job is to be able to read a meter in less than two seconds. Timing is crucial when one has to read 700 to 900 meters a day. "Frequently, you encounter engaging customers on your regular routes who make your job more enjoyable," he said.

Stay tuned for more "Day In The Life" features.



Sept. 11: Art On Tap. Taste over 100 domestic and imported beers. Dixon Gallery and Gardens. 6 p.m. – 9 p.m. Must be 21 to attend. For more information, call 761-5250 or visit www.dixon.org.

Sept. 12: Latino Festival at the Delta Fair at Agricenter International. Admission: \$8 for adults, children (ages 5-12) \$5 and children (ages 4-under) free. Hours are 10 a.m.- 11 p.m. For ticket info, visit www.deltafest.com.

Sept. 25: 15th Annual Big Scoop Ice Cream Festival. Ronald McDonald House Charities. AutoZone Park. 11 a.m. – 4 p.m. Tickets: \$7, pre-event; \$10 at the event (Children 3 and under free.) More information visit www.rmh-memphis.org.

Sept. 26: Mid South Division of the American Liver Foundation (ALF) 5K Liver Life Walk at Cancer Survivors Park. Registration: 9 a.m. Walk: 10:30 a.m. Register at www.liverfoundation.org/walk. Contact Deri Whitaker at 766-7668.



Customer Reference Number: Sept. 09



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Donate to Plus-1

It's difficult to predict when one might need help paying a utility bill. Hardships, like a medical crisis or job loss, are often unexpected and can be devastating. Plus-1 can make a difference.



Mayor Pro Tem Myron Lowery (right) gives Plus-1 contribution to MLGW President/CEO Jerry Collins Jr.

Plus-1 is the utility assistance program administered by the Metropolitan Inter-Faith Association (MIFA). Through MLGW customer donations of \$1 or more from their monthly utility bill, MIFA's Emergency Assistance Program is able to identify and provide utility assistance to eligible customers who are facing unforeseen hardships.

Job loss and medical crisis are the most common reasons for seeking assistance. MIFA's Emergency Services assisted 746 families with \$138,039 in Plus-1 funds by the end of its fiscal year 2009. Memphis Mayor Pro Tem Myron Lowery recently donated \$1,000 to Plus-1. Since its inception in 1982, Plus-1 has provided millions of dollars in assistance to families in crisis in Memphis and Shelby County. For details on receiving assistance, call MIFA at 527-0226.

To donate, complete this form and mail it to:

**Customer Accounts and Records
Memphis Light Gas and Water Division
P O Box 430
Memphis TN 38101-9791**

Yes, I want to help!

Please add the following amount to
my monthly utility bill for

Plus-1

\$1 \$2 \$5 \$10

Other amount *(please specify)*

\$ _____

Name _____

Address _____

City _____

State _____ Zip _____

MLGW Account # _____

Signature

Improve Your Home's Energy Efficiency

MLGW and TVA are making it easier than ever to improve your home's energy efficiency while also saving money on your utility bill. With the new In-Home Energy Evaluation Program, you can reduce your energy usage and receive a cash incentive for installing certain home energy improvements.

Each recommended energy improvement you make is eligible for reimbursement of up to 50 percent of the installed cost, with a maximum rebate of \$500 per household. These energy improvements also may qualify for up to \$1,500 in Federal energy tax credits in 2009 and 2010.

Here's how to get started: Call 1-866-441-1430, Monday through Friday, between 8 a.m. and 6 p.m., to arrange for an In-Home Energy Evaluation by a TVA-certified Evaluator. A \$150 fee is payable to the Evaluator at time of service (no cash; checks payable to "Energy Right.") Morning and afternoon appointments are available Monday through Friday, with limited Saturday appointments.

The house must be at least one year old; new construction is not eligible. If it is a rental property, then the landlord and tenant must both sign the Participation Agreement at the time of the Evaluation. For more details, visit www.mlgw.com.

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 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.

Payment Option: Net Due Date Program

Net Due Date is a program that allows residential customers to change their due date to the 12th of each month if they are receiving income in the form of Social Security, disability or pension once a month and are not supplementing that income. For more information, call 544-MLGW or visit www.mlgw.com.

Schedule Your Pilot Light-Up Inspection

Customers can call 820-7878 to schedule an appointment date and time which will be most convenient: 8 a.m. - noon; noon - 4 p.m.; and 4p.m.- 8 p.m. Saturday appointments are also available. For the best selection of dates and times, please call as soon as possible. The service is free to all customers prior to October 6 and after December 31.