

MLGW Board Votes, cont.

acceptable list to get their presented ID approved.

- Provides a mechanism for an employee of a governmental agency to submit an Affidavit of Identification in a form to be provided by MLGW.
- Provides information that directs customers to other agencies to assist them in obtaining proper ID.

MLGW Honored with National Award for Reliable Electric Operations

For the third time in six years, MLGW has earned the American Public Power Association's (APPA) Reliable Public Power Provider (RP3) recognition for providing consumers with the highest degree of reliable and safe electric service. A utility can qualify for the award once every two years.

This year, 82 of the nation's more than 2,000 public power utilities earned recognition. The RP3 recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, training and system improvement.



Community Calendar

Oct. 6-9: 39th Annual Pink Palace Crafts Fair, Audubon Park. Info.: 636-2362 or www.memphismuseums.org.

Oct. 8: 50th Annual GREEKFEST, 11 a.m. – 7 p.m., St. George Greek Orthodox Church, 6984 Highway 70, Bartlett, Info.: 388-5910.

Oct. 7-9: Mistletoe Merchants of Memphis. Agricenter. For more info.: 662-890-3359 or www.midsouthmediagroup.com.

Oct. 9: WKNO Appraisal Extravaganza, 9 – 11:30 a.m. and 1 – 4 p.m., Hilton Memphis. With your pledge of \$75 to WKNO/Channel 10, you may bring up to three items for verbal evaluation by our experts. For more information, 729-8719 or sslover@wkno.org.

Oct. 21, 22, 28, 29 & 30: Le Bonheur Zoo Boo, First Weekend: 6:30 – 9:30 p.m., Second Weekend: 5:30 – 9:30 p.m. Advanced Tickets \$10/members; \$13/nonmembers. Day of the Event \$12/members; \$15/nonmembers. Info.: 333-6572.



Customer Reference Number: 9/11



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Introducing...MLGW Web Chat

MLGW has launched a Web Chat feature for residential customers on its website at www.mlgw.com. Web Chat, the latest interactive customer service option, is now accessible via MLGW's homepage.



MLGW Web Chat has been in the pilot stage since January 2011 and more than 100,000 My Account customers have had access via a link in their electronic bills. MLGW Web Chat is now available for all residential customers from 9 a.m. to 5 p.m., Monday through Friday.

For customers who find it more convenient to type than talk, MLGW Web Chat provides a full range of service options, including payment arrangements.

However, outage reporting should still be reported at 544-6500 and emergency calls for situations such as gas leaks and downed power

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Web Chat, cont. from cover

lines should still be reported at 528-4465.

MLGW Web Chat is MLGW's latest customer service offering for residential customers, following the recent release of MLGW's iPhone app. Customers can also interact with MLGW on Twitter (@mlgw) and Facebook (mlgw1). In addition, MLGW's online MyAccount feature

provides detailed information about utility usage. As always, customers can send questions and feedback to mlgwcustomercare@mlgw.org.

MLGW Web Chat will be available in Spanish in the near future. An MLGW Web Chat for commercial customers will be offered at a later date.

Call for your Pilot Safety Inspection

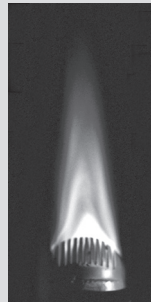
MLGW's Pilot Safety Inspection program begins September 6 and will run through February 29, 2012. If you're one of our many customers who take advantage of this program, you can schedule an appointment now.

Appointments scheduled between September 6 and October 3 are free. Appointments scheduled between October 4 and December 31 will incur a \$36 fee. The fee will be billed to your account and covers up to three gas heating appliances. Each additional appliance over three will incur an additional \$14 fee. The service is free to customers 60 years and older, the disabled and handicapped.

To schedule an appointment, please call 820-7878 to choose a date and time convenient for you. You may also use our Interactive Voice Response system (IVR) to schedule an appointment. You will need your 16-digit account number when using this system. You may schedule an appointment for a Tuesday, Wednesday, Thursday, or Saturday for one of the following time slots:

- 8 a.m. - noon
- noon - 4 p.m.
- 4 p.m. - 8 p.m.
- Saturday appointments are either 8 a.m. - noon or noon - 4 p.m.

For the best selection of dates and times, please call as soon as possible. MLGW Customer Care Center is open from 7 a.m. - 7 p.m. Monday - Friday.



MLGW President and CEO Jerry Collins Jr. Selected to Serve on TVPPA Board

MLGW President and CEO Jerry R. Collins Jr. was recently appointed to the Board of Directors of the Tennessee Valley Public Power Association (TVPPA).



The Tennessee Valley Public Power Association, Inc. (TVPPA) is the nonprofit, regional service organization that represents the interests of consumer-owned electric utilities operating within the Tennessee Valley Authority (TVA) service area.

MLGW Board Votes to Revise ID Requirements

The MLGW Board recently voted to revise MLGW's ID requirements for customers to establish service. The new language:

- Provides additional forms of acceptable forms of ID.
- Outlines a process for customers who are unable to present photo ID to obtain conditional service.
- Outlines an escalation process for customers who present a form of ID that is not on the

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