

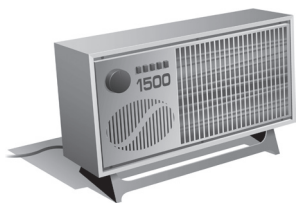
## Fireplace Safety



- Keep your fireplace clean. It is recommended that you have your chimney cleaned professionally once a year.
- Cover your fireplace with a screen.
- Papers and other materials can escape while burning and ignite. Only burn wood in your fireplace.
- Make sure the fire is completely extinguished before leaving the room.

## Spacer Heater Safety

- Keep heater out of walking paths.
- Keep away from children and pets.
- Place away from beds.
- Make sure newspapers, magazines and any fabrics, including curtains, sheets and tablecloths, are not within three feet of a space heater.
- Unplug when not in use.



## MLGW Employees Ring in the Holidays

Every year, MLGW employees serve as volunteers for the Salvation Army Christmas Kettle Campaign. These worthwhile funds provide food, toys and clothing to people who have asked for assistance from the Salvation Army during a time of financial need. All of the nickels, dimes, quarters and dollars remain in the towns where the money is deposited into the kettles.

This is just one of the many ways MLGW gives back to the community with volunteer time.



**En Español:** Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando [mlgw.com/customerconnection](http://mlgw.com/customerconnection).

Interact with MLGW via: Twitter, Facebook, Blogspot and YouTube



Just visit [mlgw.com](http://mlgw.com) and click on the logos.

## Community Calendar

**January 5, 12 & 19; February 2, 9 & 16 only:** Privet Pull at Lichterman Nature Center Saturdays, from 9 a.m. - noon. Help rid the Nature Center of invasive exotic plants. For info: [memphismuseums.org](http://memphismuseums.org) or 767-7322.

**Jan. 26:** Seed Swap at Lichterman Nature Center, 10 a.m. - 1 p.m. For info: [memphismuseums.org](http://memphismuseums.org) or 767-7322.

**Jan. 26:** The 28th annual Chocolate Fantasy benefiting the National Kidney Foundation of West Tennessee. Oak Court Mall, 11 a.m. - 5 p.m. Tickets \$16 in advance; \$18 day of event. For info: 683-6185.

**Feb. 22 - March 17:** Find your favorite Girl Scout Cookies near you at [www.girlscoutcookies.org](http://www.girlscoutcookies.org).

**Feb. 23:** Master Gardeners present Gardening on a Shoestring at the Botanic Garden, 9 a.m. - noon. For info: [memphisareamastergardeners.org](http://memphisareamastergardeners.org) or 752-1207.



Customer Reference Number: 01/13



## Mobile Alerts

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.



## Plus-1 Donations on MLGW Bill for Tax Purposes

If you have donated to Plus-1 over the past year, your January or February MLGW bill lists the total of your 2011 contributions for tax purposes. MIFA, which administers Plus-1, is a non-profit corporation under §501(c)(3) of the Internal Revenue Code and contributions are tax deductible to the extent the law allows. For more information, visit [plus1memphis.org](http://plus1memphis.org) or call your tax advisor.

# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## MLGW's 2013 Budget Approved

The Memphis City Council has approved MLGW's 2013 budget. The \$1.8 billion budget includes a modest water rate increase, and a temporary gas rate decrease that more than offsets the water rate increase for the average city water customer. The budget also includes the expansion of MLGW's smart meter project.

The water rate increase of 7.1 percent will increase the average city residential water customer's bill by 98 cents per month (\$11.76 per year). However, a temporary gas rate decrease from January - March 2013 would provide an average credit of approximately \$13.01 per customer, eliminating any negative impact from the water rate increase. The rate adjustments will take effect on January 1, 2013.

Despite the water rate increase, MLGW President Jerry Collins Jr. said, "MLGW will continue to have one of the cheapest water supplies in the nation."

## Project Care: 1st Annual Race to Care

MLGW's first annual Race to CARE 5K Run/Walk, held at Shelby Farms, was a great success with more than 1,400 MLGW employees donating \$38,621.00. More than 500 people signed up for the 5K race, and 60 volunteered during the event.

Funds raised from the event will benefit the Project CARE Customer Assistance Program, which is designed to help MLGW customers reduce their energy consumption by providing the necessary capital and labor to make minor repairs to their primary residence. Project CARE will be able to assist more than 150 customers with the \$72,000 that has been raised so far.

