

## Call Before You Dig

Spring's here. Have some yardwork to do? Dial 811 before any dig—including planting trees and shrubs. It's important to know where your utility lines are marked. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

You should be sure to call 811 in advance of your scheduled dig to allow time for the request to be processed. Once your lines are marked, you will know their approximate location and you can dig safely. Knowing what's below will protect you, your family and your neighbors.



## United MLGW Employees Give

MLGW United Way organizers recently presented a check for \$770,694.84 to the United Way of the Mid South. United Way officials noted that MLGW ranks sixth among the top 10 largest companies in terms of donations. (That ranking excludes corporate gifts and large individual donations.) United Way said MLGW's management/labor relationship is held up as a model to the community. MLGW President and CEO Jerry Collins is an incoming member of the United Way Board.

## Pay Your Bill, Receive A Free Drink

Through May, when customers pay their bills or visit MLGW community offices, MLGW cashiers will give them a free soft drink coupon that can be redeemed after paying their next bill using an MLGW payment kiosk at one of the Exxon On the Run Convenience Stores. After paying at the kiosk, customers can present the receipt and coupon to the On the Run store clerk to receive their free drink. The payment kiosks at On the Run stores are cash-only; a \$2 transaction fee is charged by TIO Networks, which operates the kiosks. MLGW does not receive any revenue from this fee. For more information, call (901) 528-4557.



**April 12 Audition:** The play, "1776," Playhouse on the Square Memphian Room, 51 South Cooper Street, 38104 on Saturday, 1 PM. (Callbacks: Sunday, April 13, 6 PM) Contact Courtney Oliver at [courtney@playhouseonthesquare.org](mailto:courtney@playhouseonthesquare.org) or call 725-0776.

**April 19-20 Audition:** The play, "Disney's High School Musical," Playhouse on the Square's new office building, 3rd Floor, on Saturday, noon and Sunday, 6 PM (Callbacks: Monday, April 21, 6 PM) Contact Jennifer Henry at [jennifer@playhouseonthesquare.org](mailto:jennifer@playhouseonthesquare.org) or call 728-5631.



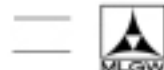
Customer Reference Number: 406

## Winter Gas Costs 10 Percent Lower

Despite the fact that the nation has seen rising wholesale natural gas costs this winter, the prices that MLGW charges its customers for natural gas is considerably lower this winter than it was last winter. In fact, the lower prices charged by MLGW for natural gas has saved the average residential customer \$17 per month this winter. The decrease in the price of natural gas is due to a number of factors including a change in natural gas buying strategy at MLGW, and occurred despite a 6.8 percent gas rate increase in January. In addition to lower natural gas prices, MLGW customers have also taken advantage this winter of slightly warmer than normal temperatures during three of the four recent winter months. This has resulted in even greater customer savings due to less natural gas consumption.



# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## CCC's New Hours

Beginning March 31, the Customer Care Center will change its current hours of operation, Monday through Friday, from 7 a.m. until 9 p.m. to Monday through Friday, 7 a.m. until 8 p.m. These changes reflect MLGW's desire to be more accessible to customers during peak calling times. The Customer Care Center number is (901) 544-MLGW. You can also access account information online in the My Account section on [mlgw.com](http://mlgw.com).

## New Vice President Announced

Nick Newman has been named Vice President of Construction and Maintenance. He had been serving in an acting capacity. In this position, Newman is responsible for managing and coordinating the construction and maintenance operation of the Division among other duties. A native Memphian, Newman joined MLGW in 1988.

## Survey Finds MLGW Rates Are Low

MLGW customers pay some of the lowest residential electric rates in the country according to a new study by Jacksonville (Fla.) Energy Authority. Many major cities have higher electric rates than MLGW. Those cities include Chattanooga, Tucson, Atlanta, Salt Lake City, Miami, Chicago, Los Angeles, Milwaukee, Sacramento, Las Vegas, Baltimore, San Diego, and Philadelphia. According to the study, AmerenUE customers in St. Louis have the lowest cost per 1,000 kilowatts. "There are few cities that can say they have lower electric rates than ours. That is something that every Memphian should be aware of and proud to say," said Jerry Collins, MLGW president and CEO. "While energy costs have risen nationwide in recent years, this shows that MLGW is doing a good job of controlling the impact to the customer." For more information, visit [www.mlgw.com](http://www.mlgw.com).

Visit MLGW's Web site: [www.mlgw.com](http://www.mlgw.com)