

Give from the heart and warm a home through Plus-1

With winter temperatures dipping below freezing and many people facing economic crises during this period of home foreclosures, now is a perfect time to fulfill that New Year's resolution of outward giving. In the spirit of Valentine's Day, give a gift that can truly warm someone's life – donate to the Plus-1 utility assistance program.

Simply make a pledge by calling 544-MLGW (6549) or by completing the form on our Web site at www.mlgw.com. You are welcome to make a one-time donation or to have any amount you indicate added to your monthly utility bill. MLGW sends all donations to MIFA who, in turn, provides one-time assistance for eligible residents who are unable to make their utility payment due to unforeseen circumstances.



March 7-9: Enjoy food, fashion, and fun at the Southern Women's Show at the Agricenter Friday and Saturday, 10 a.m. - 7 p.m. and Sunday, 11 a.m. - 6 p.m. Visit www.southernshows.com/wrnc or call Jennifer Wallin at 1-800-849-0248, Ext. 108.

March 15-16: 11th Annual Mid-South Motorcycle Show at the Agricenter, Saturday, 9 a.m. - 7 p.m. and Sunday, 10 a.m. - 5 p.m. For more information, visit www.cycleshows.com/Information.htm.

March 29: Educational seminars, children's and maternity fashion shows and many other fun events abound at the 6th Annual Mid-South Baby Expo at the Agricenter, 9 a.m. - 3 p.m. Call 227-9873 or visit www.midsouthbabyexpo.com for more details. A portion of the proceeds will be donated to the local Infant Mortality Reduction initiative.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Austin Water Utility finds MLGW has lowest water rates



MLGW's water and wastewater rates were found to be the lowest among that of 28 other similar-sized utilities according to a recent rate comparison conducted by Austin Water Utility in Austin, Texas. The survey encompassed cities from the Southern part of the United States, to the

West Coast and as far North as Seattle with similar population size and geography, and compared water consumption and sewer flows per month.

Memphis emerged as the distinct leader with average residential water and wastewater rates listed as \$14.16 and \$6.40 per month respectively,

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MLGW has lowest water rates, cont. from cover

compared with Salt Lake City's respective rates of \$16.75 and \$8.82 per month. When water and wastewater rates were combined, Memphis led again, claiming the lowest average monthly bill of only \$20.56 – a significant drop from Austin, that fell toward the middle of the list at \$59.32, and Seattle, that came in last with the highest average bill of \$93.67.

Although many factors contribute to Memphis' low water rates, one of the largest is the aquifer from which our water is drawn. Because this water is naturally pure, only minimal treatment is necessary to ensure its safety. Therefore, the cost to prepare it for consumption is significantly less than many utilities that must obtain water from surface rivers, lakes and streams. The aquifer also allows for the strategic location of the water plants so they are closer to the areas of need, decreasing the need for larger water mains and higher finished-water pumping costs.

The bottom line: Our community is fortunate to have some of the purest, tastiest water in the world, and this survey confirms what MLGW's own rate comparison reveals every year – that Memphis has among the lowest water rates of similar-sized utilities in the nation.

MLGW launches 'Bird on a Wire' blog

MLGW has sown new seeds for its communication efforts by launching its first blog site, named 'Bird on a Wire.' The idea emerged as the utility pondered ways to more effectively reach its customers and to provide a forum for customer feedback.

Now, Internet users can visit www.mlgw.org, blogspot.com to catch up on the latest happenings at MLGW and engage in a written discourse with other bloggers about utility-related issues.

"We wanted to be able to offer another means of conveying news and information that may or may not be in other MLGW communications vehicles," said Gale Jones-Carson, Director of Corporate Communications. "We also wanted to provide a convenient forum where our customers could express comments or ideas and engage in dialog with other customers about utility-related issues."

MLGW will regularly post information on an array of topics including energy conservation tips, assistance programs, MLGW leadership, legislative efforts that may affect our customers and much more. The articles posted by MLGW will be archived and can be accessed by topic or by date.

MLGW Board elects new chair

The MLGW Board of Commissioners unanimously elected Commissioner V. Lynn Evans and William Taylor as chairman and vice-chairman, respectively, for two years. Evans, who previously served as vice-chairman, assumed chairmanship from Commissioner Rick Masson, whom Evans lauded for his leadership. About her election, Evans said, "I'm excited about the possibilities and the opportunities we'll meet together in the years to come. Our goal will be to remain focused on reliable service delivery in a cost-effective manner with an emphasis on safety and fairness for all employees." MLGW board meetings are held on the first and third Thursday of each month, at 1:30 p.m., at MLGW's David F. Hansen Administration Building, 220 South Main Street.



V. Lynn Evans

Visit MLGW's Web site: www.mlgw.com