

## Give the Gift of Warmth

At a time when temperatures drop and heating costs begin to rise, the need for utility assistance in the community increases drastically. MLGW's Gift of Comfort utility assistance program could be the perfect gift for a loved one this holiday season. The program provides a means for individuals in the community to make a payment towards a specific customer's utility bill as a gift. Gift of Comfort brochures are available at all MLGW Community Offices and online at [www.mlgw.com](http://www.mlgw.com). To give a Gift of Comfort, you only need to know the recipient's address. Gifts can be for any amount, and will show in the form of a credit on the recipient's MLGW bill. Donations can be made anonymously or a portion of the certificate can be detached and presented to the recipient.



**February 1 and 2** - Love Your Heart! Wear red in your own fashion on February 1 for the American Heart Association's Go Red For Women National Wear Red Day. If you're looking for adventure, join the AHA for a festive "Harley-style" night of fun at the 32nd annual Heart Gala at the Peabody Hotel on February 2. All funds raised at the Gala stay in Memphis and go directly for heart disease and stroke research. For information and tickets, call 901-383-5400.

**March 28-30** - Join more than 1,200 attendees and 70-plus authors, publishers, scholars, and artists at MidSouthCon 26, the Mid-South's premier Sci/Fi Fantasy Convention to be held at the Holiday Inn Select Hotel (airport). For more information and registration, go to [www.midsouthcon.org](http://www.midsouthcon.org)

**March 29-April 5** - The partners of the Beloved Community will hold a number of special events to commemorate Dr. Martin Luther King Jr.'s legacy, 40 years after his death. The Beloved Community was a dream of Dr. King to create a world in which all persons live in peace and harmony. Go to [www.wearethebelovedcommunity.org](http://www.wearethebelovedcommunity.org) for a complete listing of events. All events are free and open to the public.

**Ongoing** - Memphis City Schools is actively seeking local small-business owners to serve as suppliers and providers for many items and services, including armored car services, custodial supplies, cafeteria supplies and equipment, food and food related items, paper products, and many more. Go to [www.mcsk12.net](http://www.mcsk12.net) for a vendor application.



Customer Reference Number: 1/08



# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION



*Kimberly Lehew*

## MLGW Honored by Mid-South Minority Business Council

In November 2007, Memphis Light, Gas and Water won the Mid-South Minority Business Council's (MMBC) prestigious Corporation of the Year award for MLGW, a recognized leader in supplier diversity. The utility also won the award in 2001 and 2004. MLGW's Supplier Diversity program observed its 10th anniversary in 2007. The program manages a proactive business process that seeks to provide suppliers equal access to purchasing opportunities and promote supplier participation reflective of MLGW's diverse customer base and business community. Each year MLGW spends approximately 20 percent of its total procurement with locally owned small businesses and businesses owned by minorities and women.

MLGW's Supplier Diversity Coordinator Kimberly Lehew received the MMBC's Advocate of the Year honor. This marks the second MMBC win for Lehew, who previously won the award in 2005. The Advocate of the Year is given to an individual who has demonstrated a commitment to ensuring the company they represent works with a diverse group of suppliers in the Memphis/Mid-South region.

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## A New Era for MLGW Customers: Paperless Billing

MLGW's new Electronic Bill Presentment and Payment service is now active, giving MLGW customers the opportunity to view an exact replica of their bills and payment history. Customers who enroll for optional eBilling, which allows MLGW to stop printing and mailing their utility bills, can make secure, no-fee payments online from a bank account.

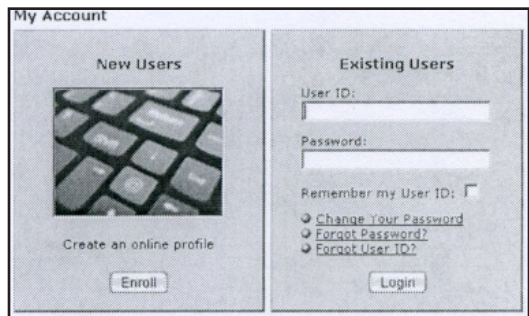
Customers who enroll in eBilling, an optional paperless billing service that issues e-mail notification rather than mailing a printed bill, can also make electronic payments directly from a checking or savings account without added fees. Payments can be manually issued each month, or customers can select the recurring payment option that drafts the bank account each month on the bill's due date. Thousands of MLGW customers have gone paperless since the program began and are saving MLGW thousands of dollars in yearly printing costs. MLGW is seeking to enroll more than 30,000 customers in paperless billing in 2008.

In addition to these electronic payment options, eBilling customers may use any of MLGW's existing payment methods. Enhancements to the My Account service include the ability to view up to 12 months of previous utility bills and bill payment history, plus options to receive reminder notification up to 10 days before the bill is due. Residential customers also have access to the My Account Dashboard, a feature launched in August 2007 to provide energy management information to help users understand and control utility

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costs. These features are part of MLGW's enhanced Web-based customer services for households, businesses and organizations who prefer to contact MLGW via the Internet.

To access these features, customers must click on the My Account link located at [www.mlgw.com](http://www.mlgw.com) and follow the instructions for creating a personal user ID and password. To enroll in My Account, you must have your 16-digit MLGW account number and the 6-digit My Account Access Code, which is printed in the blue shaded area on the front page of MLGW bills. The registration takes about three minutes to complete.



## Beware of E-mail Scam

Some MLGW customers are receiving scam e-mails saying that the Memphis Light, Gas and Water Federal Credit Union owes them a refund. The e-mail asks the customer to fill out a form which includes personal information to

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receive the refund. MLGW is warning customers not to reply to the e-mail or give out personal information. MLGW does not ask for private customer information unless you call the utility. As a matter of routine, the service address and last four digits of a customer's Social Security number are needed to verify the customer of record. Complete personal information is only required to connect new service. The Light, Gas and Water Federal Credit Union (LG&W FCU) is only for employees and retirees of MLGW and their families. MLGW operating funds are not held at LG&W FCU. In addition, MLGW typically refunds customers in the form of a credit on their bill. If you have any questions about your bill, call our Customer Care Center at 544-MLGW (6549).

## MLGW Provides Conservation Packets for Seniors



This winter, MLGW's department of Communications and Public Relations, working in partnership with the Metropolitan Inter-Faith Association (MIFA) and Mississippi Boulevard Christian Church, is donating winter conservation packets to Memphis-area seniors. This is an effort to provide our senior customers with useful information as we move toward the winter heating season, hopefully averting any tragedy related to cold weather. During December, about 1,100 winter conservation packets were delivered with holiday baskets through Mississippi Boulevard's Manna Outreach Program. Another 1,200 packets were delivered to individuals who receive home-delivered meals from MIFA.

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