

Register to receive a free TVA Energy Kit

Tennessee Valley Authority, MLGW's electric generator, is offering free energy efficiency kits to MLGW residential customers who complete the "Home Profile" and "My Appliances" questions in their MLGW "My Account" access. The energy efficiency kit includes two compact fluorescent light bulbs, outlet and light switch gaskets, filter whistle, two faucet aerators, hot water temperature gauge, home thermometer and "How to Save" brochure. The offer began January 1 and continues through June 30 or while supplies last. TVA

will mail the kits to those who fill out the required sections; delivery will take eight to 10 weeks.



April 17-20: Africa in April celebrates 22 years of African History and Culture on the internationally famous Beale Street at Robert R. Church Park, Downtown Memphis. For more information, visit <http://www.africainapril.org>.

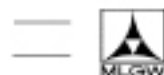
April 19: EarthFest at the Lichterman Nature Center, 5992 Quince Road. From 10 a.m. to 2 p.m., EarthFest is a family-oriented festival. For more information, call (901) 767-7322, ext. 121.

April 20: Down to Earth Celebration at Shelby Farms Park. Now in its second year, Down to Earth celebrates Shelby Farms Park. For more information, call (901) 767-PARK.



Customer Reference Number: 306

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW works around the clock to restore power after storms

On January 29, a Tuesday, strong winds struck Memphis and Shelby County, leaving as many as 63,000 customers without power. MLGW and five out-of-town crews worked around the clock, an estimated 58 hours, in order to fully restore service on February 1.

No one could have imagined the ferocity of the storms that left a trail of devastation in Memphis and Shelby County on February 5, coincidentally another Tuesday. Three Memphians were among the 54 killed by that storm throughout the Mid South. It left 64,000 MLGW customers without power. Not only did it damage power lines and poles, the storm damaged service to water pumping stations, caused gas leaks and sent enough shrapnel-like debris to knock the electric Substation 71 that serves much of Hickory Hill completely offline.

(continued inside)

MLGW works, cont. from cover

MLGW began working around the clock once again; this time, 23 out-of-town crews assisted in the restoration efforts. About 24 large gas leaks were quickly valved the same night. The service to the four water pumping stations was repaired. Though original estimates put the full restoration at three weeks, good weather enabled crews to work steadily to get Substation 71, re-operational by February 8, and restoration completed by February 10. It will still take several weeks to completely rebuild the damaged infrastructure.

"I want to thank our employees for working day and night to restore power to our customers in only five days after such a devastating storm," said MLGW President and CEO Jerry Collins Jr. "We are also grateful to the out-of-town crews who assisted us during the restoration period. Most of all, we thank our customers for their patience, attentiveness to safety and the appreciation they've shown to our employees during a difficult process."

In turn, customers have also praised MLGW employees. One customer wrote, "The men and women of MLGW deserve mega kudos for their hard work, along with the crews from surrounding states. They are going the extra mile to get this done. Mega KUDOS guys and ladies!"

Another wrote, "MLGW did a great job in my opinion. Although our power was out long enough to ruin the food in our two freezers, I am NOT complaining. Those men and women got out there in the freezing cold in the morning and evening to restore power as fast as they could. I love my utilities just as much as the next girl; however, sometimes acts of nature interfere with our comfortable lives. My parents didn't have electricity in their homes from birth until their teenage years and, miraculously, they lived to tell about it! Sure it's an imposition when the lights go out, but THANK GOD MLGW gets out there VERY QUICKLY to get the job done. You'll never hear me say anything negative about their efforts. They're great in my opinion."



TVA increases electric rates

On February 15, the board of the Tennessee Valley Authority passed a seven percent rate increase that is expected to add \$5 to \$6 on the typical MLGW customer's monthly energy costs. MLGW receives no additional revenue from this increase. The increase becomes effective April 1. This increase impacts utility customers served by all of TVA's 158 locally-owned distributor utilities in seven states. By law and under the terms of MLGW's contract with TVA, the utility is required to pass the increase on to customers. Despite the TVA increase, MLGW customers will still enjoy among the lowest combined energy costs in the nation. Customers can find practical tips for saving energy and money at www.mlgw.com.



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