

MLGW posted highest year-over-year increase in latest J.D. Power survey

MLGW posted its highest score ever, 672, in the latest wave of the 2015 J.D. Power & Associates Gas Utility Residential Customer Satisfaction Survey, its midpoint results show.

Among the 83 utilities surveyed, only two other utilities improved as much as MLGW, a 53-point increase, in a year-over-year comparison. Overall, MLGW's gas customer satisfaction index score is 666 among mid-sized utilities in the South. There are two more waves left in the survey.

MLGW President and CEO Jerry R. Collins Jr. said the improvement is further proof of how the focus on providing great service and low rates changed perceptions of the utility.

The year-long survey, which begins conducting interviews each September, covers six primary categories: customer service, power quality and reliability, price, communications, corporate citizenship, and billing and payment.



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May - July: Operation Feed Food and Funds Drive: The community-wide effort to fight hunger. Info: David Stephens, 497-1153 or dstephens@midsouthfoodbank.org.

June 6: Through Our Garden Gates public garden tour by Memphis Area Master Gardeners from 9 a.m. to 4 p.m. at six locations: 229 Kenilworth Place, 674 East Drive, 2274 North Drive, 116 Devon Way, 4061 Walnut Grove Circle North, 707 Perkins Road South. Free but donations are appreciated. Info: 752-1207 or www.memphisareamastergardeners.org.

August 1: 16th Annual Spirit of SRVS Auction, Wine and Food tasting benefiting SRVS and people with disabilities, from 7-11:30 p.m., at the Hilton Memphis. Info: 312-6801 or www.srvs.org.



Need a reminder about your bill? Sign up for Text Alerts

Memphis Light, Gas and Water's Text Alerts program notifies customers of billing due dates and impending cut-offs via text messaging. Participants in the MLGW Text Alerts program will receive a notification approximately three business days prior to their billing due date and/or scheduled cut-off date only if there is a balance due. To register, visit mlgw.com/textalerts.



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Customer CONNECTION



Produced monthly by Memphis Light, Gas and Water Division

TVA names MLGW "Top Performer" in energy savings

The Tennessee Valley Authority recently honored Memphis Light, Gas and Water with its Top Performer Award in energy efficiency goals.



TVA's Laura Campbell presents MLGW President and CEO Jerry Collins Jr. and Board of Commissioners Chairman Derwin Sinet with the TVA Top Performer Award.

Laura Campbell, Vice President of Customer Delivery at TVA, lauded MLGW for saving "enough energy to power 3,000 homes a year. In addition, the incentive dollars that we were able to pay out in Shelby County totaled \$5.5 million. So, those are dollars that flowed right back into Shelby County."

"MLGW stands out for not only how much energy efficiency you do, but for your leadership in this area. Many of the new programs are started right here (at MLGW)," she said.

TVA recognized MGLW – its largest wholesale electrical power customer – as being a leader in several categories as a part of its 2014 Highlights Report.

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MLGW saved over 51 million kilowatt-hours of energy during fiscal year 2014 with the bulk of that coming from Shelby County businesses and industries. Together, business and industry owners saved 48.9 million kwh by making their operations more energy efficient through the Energy-Right Solutions program.

Supplier Diversity exceeds goals for 2014 with \$33 million to minority, women and locally owned businesses

MLGW is making a large economic impact in the Memphis community through its Supplier Diversity programs.

"It was a great year for Supplier Diversity in 2014. We outperformed our spend numbers compared to our 2013 numbers," said Renise Holliday, a representative of the department. "We had an expenditure of \$144 million, which represents 24 percent of the total spend dollars for the Division. That 24 percent represents \$33 million spent with minority-owned, women-owned and locally owned small business enterprises."

The report showed:

- \$15.2 million was spent with minority-owned firms
- \$12.2 million was spent with locally owned small businesses
- \$5.48 million was spent with women-owned enterprises

The 2014 numbers represent a steady three percentage point gain over the last two years. MLGW spent \$26.6 million – or 18 percent of \$144 million in 2012 and \$33.8 million – or 21 percent of \$160 million in 2013.

We are consistently raising the bar with our Supplier Diversity program," said MLGW President Jerry Collins Jr. "We want to insure that minorities, women and locally owned small businesses are competitive and receive a fair share of our business."

Last year, the Division rolled out a new Sheltered Market Program in which 26 companies qualified and were awarded \$7 million out of the \$33 million in bids mostly in the area of goods and supplies. The race and gender neutral program shelters any purchase under \$100,000 by offering three or more certified local small businesses the opportunity to bid on products or services.

For more information about MLGW's Supplier Diversity and Sheltered Market Programs, visit www.mlgw.com/sdpolicy, call Mid-South Minority Business Council at 525-6512 or attend MLGW's third annual Vendor Fair on June 25 at its Administration Building at 220 S. Main.



Plus-1 is a partnership between MIFA and MLGW to provide one-time utility assistance for eligible residents who are unable to make their utility bill payment because of unforeseen circumstances. Simply make a pledge by completing the form on our website at mlgw.com/plus1 or call 544-MLGW (6549) and enter 1-2-6-1 at the prompts. You are welcome to make a one-time donation or to have any amount you indicate added to your monthly utility bill.



Prepare your system and yourself for the summer

Feeling comfortable during a hot and humid Memphis summer can be challenging, but it does not have to be costly. Here are some of the easiest ways to stay cool and save:

- *Have a professional, reputable contractor clean and inspect your air conditioner. This should be done every year, whether you have window or central units.*
- *Always replace the filter cover. By creating a tight seal around the filter opening, you can block any unconditioned air that is being pulled into the unit.*
- *Use fans to move the air inside your home. This gives the sensation that it is five degrees cooler than the actual temperature.*
- *Shade windows on the sunny side of your home. Keep drapes closed or add room-darkening shades to block out the heat from the sun.*
- *Do not set your thermostat at a colder setting than normal when you turn on your air conditioner. It will not cool your home any faster and could result in excessive cooling and, therefore, unnecessary expenses. Set the thermostat at 78° degrees or higher for the most energy-efficient operation. Each degree below this setting can add up to six percent to your cooling costs.*
- *Use a programmable thermostat to allow the inside temperature to rise while you are away from home for four hours or longer. Pre-set the thermostat to adjust back to your normal comfort range one half hour before returning home.*