

## Check Your Bill Due Date - Billing Due Dates May Change Starting In January

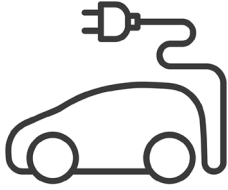
To become more efficient and provide better service, MLGW is adjusting its meter reading routes. As a result, your bill due date may change starting in January 2020. If you have questions, please call 544-6549.

## Electric Vehicle Rebate Available

Memphis Light, Gas and Water customers who purchase a Nissan LEAF are eligible to receive a special rebate of up to \$3,500.

Nissan, the American Public Power Association (APPA) and TVA have partnered to offer rebates on the all-electric 2019 Nissan LEAF.

A federal income tax credit up to \$7,500 may also be available to qualifying purchasers. This special incentive will be in effect until Jan. 2, 2020. To participate, customers are required to bring a copy of the flyer found on [mlgw.com/instantrebate](http://mlgw.com/instantrebate), proof of residency and a recent MLGW bill.



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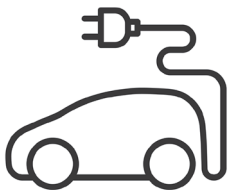
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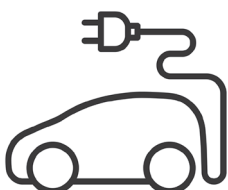
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## Community Calendar

**Dec. 31:** 61<sup>st</sup> AutoZone Liberty Bowl, Liberty Bowl Stadium, 335 S. Hollywood St. Game time: 2:45 p.m. CST. For more information: visit [libertybowl.org](http://libertybowl.org).

**Jan 11:** Streetdog Foundation, Hollywood Feed, 2016 Union Ave., 12 to 3 p.m. For more information, visit [streetdogfoundation.com](http://streetdogfoundation.com).

**Jan 23:** Power Supply Advisory Team Meeting, First Baptist Broad Church, 2835 Broad Ave., Memphis. 10 a.m. to 2 p.m. For more information, visit [mlgw.com/about/powersupply](http://mlgw.com/about/powersupply).

**Jan. 28-Feb. 1:** 36<sup>th</sup> International Blues Challenge, Beale Street. For more information, visit [blues.org/international-blues-challenge/](http://blues.org/international-blues-challenge/).

**En Español:** Encuentre este informativo, *Customer Connection*, traducido al español en nuestro sitio de red visitando [mlgw.com/customerconnection](http://mlgw.com/customerconnection).

Interact with MLGW via: Instagram, Twitter, Facebook, Blogspot and YouTube



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Customer Reference Number: 12/19



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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## 2019 In Review

In 1939, Memphis Light, Gas and Water Division was chartered as the city's deliverer of electric, gas and water. As we end the 80<sup>th</sup> year of service, MLGW remains steadfast in safely delivering services that create and sustain superior customer experiences.

We call it "The MLGW Way" — the values of safety, integrity, ownership, inclusion and compassionate service that drive our commitment to each other and the communities we are privileged to serve. This past year, we began the process of looking forward, examining how MLGW will serve our customers over the next 20 years.

We've spent much of the year hosting public meetings to gather input from customers and other

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stakeholders about what this future for MLGW could or should look like.

What we have learned is that we must continue to enhance our services. For example, our website, *mlgw.com*, was redesigned to provide a better mobile experience and to give customers quicker access to *My Account* and other features.

What we have also learned is that improving our infrastructure is critical. Reducing the amount of interrupted service minutes and updating water pumping stations among other capital service improvement projects. A recent study also showed that we could be more efficient; its suggestions included reducing community offices and possibly lowering staff through attrition.

2019 has given us much to consider as we move forward.

Jarl "J.T." Young  
President and CEO

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## Community Service in Binghampton

By Lela Garlington

As she sat in her living room at her home in Binghampton, 98-year-old Inez Taylor watched as employees from Memphis Light, Gas and Water set to work. They caulked around her air conditioning units. They switched out light bulbs to more energy efficient ones. They added weather stripping around her front door.

"I was wondering when they would get around to me. I am so grateful and thankful they're doing this. It's a blessing," Taylor said.

On a rainy Friday morning, about 130 MLGW employees and retirees fanned across the Binghampton area as a way of celebrating Customer Service Week with its second annual Day of Service. While some workers wore rain jackets, others fashioned plastic garbage bags to protect themselves from the steady drizzle of rain.

MLGW targeted 17 homes in Binghampton for minor weatherization projects and delivered about 400 energy kits door-to-door.



A few blocks from Taylor's home, another team of workers tackled drafty areas at Laura McDonald's house on Lipford.

"I love it. It's cold in here and it comes from around the windows," McDonald said as she stood inside her modest bedroom. "I tried to do one window. I do what I can to keep the cold out. It's going to help cut down on my utility bill. I appreciate this."

MLGW Vice President and Chief Customer Officer Jim West and President and CEO J.T. Young visited several homes where minor weatherization work was done. "This demonstrates how committed we are to serving our customers," West said. "The small stuff – caulking, weather stripping, LED lights – makes a big difference in energy efficiency. It makes homes less drafty with better lighting and little sprucing up."

Added Margie Borrum-Smith, manager of Energy Services department, "Today was a bad weather day, but everybody was committed. We showed the community how we appreciate serving them. You know we have a slogan of, "Serving you is what we do." Today, we showed that."

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