



Consultants hired

Siemens Industry will be working with Memphis Light, Gas and Water Division as an energy power consultant to produce an Integrated Resource Plan (IRP). The evaluation will help us make an objective decision regarding our energy future, including if we should generate some power locally and if we should stay with our current power supplier, TVA.

On another note, the MLGW Board of Commissioners and the Memphis City Council recently approved the hiring of Baker Tilly of Chicago to take a critical look at our operations and gauge the condition and needs of MLGW's infrastructure. A draft of the consultant's efficiency study is expected by Oct. 1 and a final report by Oct. 23.

Community Calendar

Oct. 4-6: Memphis International Auto Show, Memphis Cook Convention Center, 255 N. Main. For more information, visit: memphisautoshow.com.

Oct. 19-20: Memphis Comic Expo, Agricenter International, 7777 Walnut Grove. For more information, visit: memphiscomicexpo.com.


Oct. 26-27: River Arts Fest, Downtown Memphis Art Festival, Riverside Drive. For more information, visit: riverartsmemphis.org.

A new Shelby County Property Assessor's branch office is now open at 157 Poplar Ave., Suite 124. Customer Service specialists are available Mon. - Fri. from 8 a.m. - 4:30 p.m. For appointments, call 901-222-1700.

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

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Customer CONNECTION

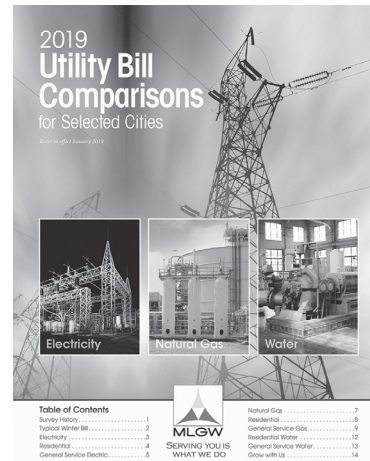


PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Memphis: 10 years among lowest winter utility bills

MLGW has released its annual Rates Survey which compares the utility rates of cities across the country.


MLGW continues to provide electricity, gas and water to Memphis and Shelby County at some of the lowest rates in America. MLGW's typical winter residential bill was the third lowest among the U.S. cities surveyed.



2019 Utility Bill Comparisons
for Selected Cities

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 **SERVING YOU IS WHAT WE DO**

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Only Oklahoma City and San Antonio posted lower rates than MLGW.

We survey more than 40 cities, including many that are geographically close to Memphis, as well as utilities that are similar in size.

All costs covered in this survey are based on published rates effective January 2019. Memphis continues to outperform many cities in terms of what customers pay for electricity, natural gas and water services.

Affecting MLGW's rate ranking was an average bill increase of \$33.40 that included \$23.82 for natural gas due to its higher weighted average cost and \$9.39 for electricity due to TVA's pass-through wholesale power cost increase.

The Rates Survey can be found on MLGW's website at mlgw.com/ratesurvey.



MLGW employee saves a life

At least three to five times a week, for the past 20 years, David Leake, Hickory Hill Service Center Garage, takes a nightly jog. Usually his evening run is uneventful, until one warm Sunday night in May.



As he prepared for his run, he saw a woman trying to coax a man from the ground to her car. He watched for a moment, assessed the situation and decided to see what was wrong.

When he approached the duo, the man was struggling to breathe.

"She was trying to get him in the car and drive him to the hospital. His chest wasn't moving and he seemed to be getting worse the longer we waited. I thought, 'I have to do something,'" Leake said.

Leake asked the woman to call 911 and began chest compressions. On the second set of compressions, Leake said the barely conscious man seemed to go into shock.

"He was shaking real bad. I put a sweater under his head and he went limp. On the third compression, he came back and grabbed my hand tight. He stayed conscious until first responders got there. I was glad to see the guy was going to make it," Leake said.

Leake has worked for MLGW for 20 years, but the encounter in May was the first time he has ever used CPR. The married father of two and grandfather of five said he was surprised by the way everything played out.

For instance, he almost didn't go jogging that night. On that particular evening, the field was emptier than usual and he had just learned CPR two weeks prior during a MLGW training class.

"When the guy passed out, I thought he was going to die. I couldn't believe that what I was doing actually worked. It was surprising to me that he came back," Leake said. "To know that he has a second chance at life feels good. A lot of things go through your head when something like this happens. God gave him a second chance."

Leake said it was a great feeling to know that something he learned at work, saved someone in the community.