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Salvation Army Kettle Campaign Bell Ringers

During the month of December, MLGW employees volunteered to ring traditional hand bells and raise funds for the Salvation Army in front of the Walgreens on Main Street in downtown Memphis. Left, Clifton Ford, Electric Meter and Michael Taylor, Commercial and Industrial Customer Care, smile while ringing the bells.



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

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Community Calendar

Feb. 20–21 and Feb. 27–28: The 31st Annual “Bowlin’ on the River” Bowl-A-Thon benefits Junior Achievement of Memphis and the Mid-South, Inc. Teams come together to help raise funds for JA’s in-school programs and JA BizTown. Info: 901-507-2068 or cfletcher@jamemphis.org.

Feb. 27: Literacy Mid-South Adult Tutor Training from 9 a.m. to 3 p.m. Following a one-day training, volunteers are able to serve as facilitators to groups of adults or provide individual goal-centered tutoring to an adult learner. Info: literacymidsouth.org.

Text alerts help you remember

Would you like a nudge in the form of a text message letting you know when your next utility bill is due? We will text you your billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and the access code found on your bill to sign up. Sign up now and receive a free pair of ear buds. Go to mlgw.com/textalerts.



Customer Reference Number: 2/16



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Memphis named one of top 10 cheapest places to start a business

For those wanting to start a business, the Bluff City is the place to be. Memphis made the ranking in an article on allbusiness.com.

The story pointed to a new study by SmartAsset that looked at five factors in starting a business in various cities. Memphis gained a spot on the list in part because of the low-cost of utilities here.

“Having low-cost utilities is a tremendous asset when it comes to recruiting new businesses for our community,” said MLGW President and CEO Jerry Collins Jr. “This verifies our own research. Not only are our commercial rates among the lowest, the truth is our residential rates are the lowest of any major city in the country, and it is not even close.”

Each year, Memphis Light, Gas and Water compares its utility rates and the City of Memphis’s sewer rates among 30 or more cities. Memphis consistently ranks as having among the lowest commercial and industrial utility and sewer bills.

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MLGW and Memphis Police warn public of utility scam

The co-owner of a new restaurant in Cordova momentarily panicked. Someone claiming to be from MLGW threatened to turn off his electricity if he didn't pay his utility bill within 30 minutes.

"It was scary," said Giampaolo Ongaro, co-owner of the new Crazy Italians Restaurant in Cordova. "Once they knew I wasn't going to fall for their trap, they hung up."

MLGW and the Memphis Police Department are urging everyone not to fall for the scam.

It's a scam that utility companies across the U.S. are battling. The culprits often use phone "spoofing" technology, which makes your caller ID display what appears to be MLGW's number.

It's also possible that the scammers may know personal information. They knew exactly how much Ongaro's bill was for November. In a slightly different scheme, a woman recently bought a pre-paid card for \$458 on the pretext the caller was going to help her pay her utilities at a discount.

MLGW never calls residential or commercial customers threatening to cut off utilities or offer discounts unless they receive an immediate payment.

Scammers have targeted mostly small businesses or customers whose second language is English.



The first call is often from either a toll-free number or from phones that are untraceable.

The caller directs the business owner to go to a certain location like a Dollar General or Ace Cash Express and get

a pre-paid or reloadable debit card such as Express Pay or Green Dot MoneyPak. Once the scammers have the information on the card, the amount can be pulled remotely and anonymously from anywhere in the world.

If you get such a call, MLGW and the Memphis Police urge you to do the following:

- Hang up the phone.
- Never give out personal financial information over the phone.
- Call the Customer Care Center at 544-MLGW (6549) if you have any concerns.
- Report such calls to your local police station if you have been scammed.
- Go to any of the five MLGW community business offices if you have problems paying your utility bill.

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Save energy – save money

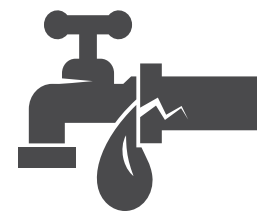
Looking for ways to reduce your home energy usage and save money in the process? MLGW can show you how! Stop by the MLGW vendor booth at the Agricenter's March 11–13 Southern Women's Show for information about lowering your utility bill. Be sure to attend one of MLGW's daily do-it-yourself home weatherization workshops where you'll receive an energy conservation kit to help get you started.

Visit mlgw.com/southernwomensshow2016 to print a \$1 off coupon.

Protect your pipes from freezing

Freezing temperatures make your pipes vulnerable to the effects of cold weather. Therefore, you must protect your pipes from freezing temperatures.

Open interior cabinet doors to expose pipes to warmer air, turn all inside faucets to a slow drip and wrap or cover all exposed outside faucets. Do not turn your heat off if you are going out of town; just turn it down several degrees. Do not forget to insulate your above-ground water pipes, too. Pipes in the crawlspace or basement under your house could be susceptible to



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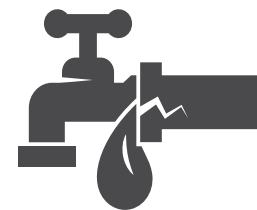
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