

Ever need a friendly reminder of your utility bill due date?

If you would like to have a nudge in the form of a text message of when your utility bill is due, there is a program perfect for you. MLGW's Mobile Alerts program will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. Sign up now and receive an MLGW "Keeping YOU Connected" cell phone holder by going to www.mlgw.com/mobilealerts. A valid mailing address is required to receive the cell phone holder.

Meters need to be accessible

While most meter reading visits are routine, alarmed pets and hard-to-reach meters can cause problems for customers and utility representatives alike. Each bill includes information about when the meter reader will return to your home. By marking the date of this visit on your calendar, you can prepare for the MLGW representative's visit.

Visit MLGW's website: www.mlgw.com

Ever need a friendly reminder of your utility bill due date?

If you would like to have a nudge in the form of a text message of when your utility bill is due, there is a program perfect for you. MLGW's Mobile Alerts program will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. Sign up now and receive an MLGW "Keeping YOU Connected" cell phone holder by going to www.mlgw.com/mobilealerts. A valid mailing address is required to receive the cell phone holder.

Meters need to be accessible

While most meter reading visits are routine, alarmed pets and hard-to-reach meters can cause problems for customers and utility representatives alike. Each bill includes information about when the meter reader will return to your home. By marking the date of this visit on your calendar, you can prepare for the MLGW representative's visit.

Visit MLGW's website: www.mlgw.com

Ever need a friendly reminder of your utility bill due date?

If you would like to have a nudge in the form of a text message of when your utility bill is due, there is a program perfect for you. MLGW's Mobile Alerts program will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. Sign up now and receive an MLGW "Keeping YOU Connected" cell phone holder by going to www.mlgw.com/mobilealerts. A valid mailing address is required to receive the cell phone holder.

Meters need to be accessible

While most meter reading visits are routine, alarmed pets and hard-to-reach meters can cause problems for customers and utility representatives alike. Each bill includes information about when the meter reader will return to your home. By marking the date of this visit on your calendar, you can prepare for the MLGW representative's visit.

Visit MLGW's website: www.mlgw.com



Community Calendar

April - Germantown Performing Arts Centre – final two performances of the season:

- **April 13 at 8 p.m.** - Bela Fleck & The Flecktones. The four-time Grammy winners weave together a sound that is like no other, a perfect synthesis of jazz, bluegrass, blues and other influences from classical to African and Eastern European folk dances.
- **April 22 at 7 p.m.** - Cubano Be! Cubano Bop! A tribute to Chano Pozo and Dizzy Gillespie. For info.: 901-751-7500 or www.GPACweb.com.

Same Day Service Connections

Effective Jan. 2, there is a 2 p.m. daily deadline (on weekdays) for customers to get same-day connection of new service. Service orders made prior to 2 p.m. will be entered and worked that same day.



Customer Reference Number: 03/12



Community Calendar

April - Germantown Performing Arts Centre – final two performances of the season:

- **April 13 at 8 p.m.** - Bela Fleck & The Flecktones. The four-time Grammy winners weave together a sound that is like no other, a perfect synthesis of jazz, bluegrass, blues and other influences from classical to African and Eastern European folk dances.
- **April 22 at 7 p.m.** - Cubano Be! Cubano Bop! A tribute to Chano Pozo and Dizzy Gillespie. For info.: 901-751-7500 or www.GPACweb.com.

Same Day Service Connections

Effective Jan. 2, there is a 2 p.m. daily deadline (on weekdays) for customers to get same-day connection of new service. Service orders made prior to 2 p.m. will be entered and worked that same day.



Customer Reference Number: 03/12



Community Calendar

April - Germantown Performing Arts Centre – final two performances of the season:

- **April 13 at 8 p.m.** - Bela Fleck & The Flecktones. The four-time Grammy winners weave together a sound that is like no other, a perfect synthesis of jazz, bluegrass, blues and other influences from classical to African and Eastern European folk dances.
- **April 22 at 7 p.m.** - Cubano Be! Cubano Bop! A tribute to Chano Pozo and Dizzy Gillespie. For info.: 901-751-7500 or www.GPACweb.com.

Same Day Service Connections

Effective Jan. 2, there is a 2 p.m. daily deadline (on weekdays) for customers to get same-day connection of new service. Service orders made prior to 2 p.m. will be entered and worked that same day.



Customer Reference Number: 03/12



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Employees Ingenuity Awarded U.S. Patents

More MLGW employees join the elite ranks of inventors granted a patent for their innovations. In 2011, two different patents were awarded for ideas submitted to the United States Patent and Trademark Office by MLGW employees.

- Employees of MLGW's Electric Motor Shop were awarded a patent on a "Solid State Sump Pump Control" they created. It is estimated that the Division could possibly save \$70,000 per year that would have gone to transformer vault maintenance costs when the old units failed.
- Another employee was issued a patent as a co-inventor of a software/process called "Methods and systems for establishing an electronic account for a customer," providing large scale secure customer registration as well as an "in-person proofing" business process component. These are just two of several different patents that have been awarded to MLGW employees.

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Employees Ingenuity Awarded U.S. Patents

More MLGW employees join the elite ranks of inventors granted a patent for their innovations. In 2011, two different patents were awarded for ideas submitted to the United States Patent and Trademark Office by MLGW employees.

- Employees of MLGW's Electric Motor Shop were awarded a patent on a "Solid State Sump Pump Control" they created. It is estimated that the Division could possibly save \$70,000 per year that would have gone to transformer vault maintenance costs when the old units failed.
- Another employee was issued a patent as a co-inventor of a software/process called "Methods and systems for establishing an electronic account for a customer," providing large scale secure customer registration as well as an "in-person proofing" business process component. These are just two of several different patents that have been awarded to MLGW employees.

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Employees Ingenuity Awarded U.S. Patents

More MLGW employees join the elite ranks of inventors granted a patent for their innovations. In 2011, two different patents were awarded for ideas submitted to the United States Patent and Trademark Office by MLGW employees.

- Employees of MLGW's Electric Motor Shop were awarded a patent on a "Solid State Sump Pump Control" they created. It is estimated that the Division could possibly save \$70,000 per year that would have gone to transformer vault maintenance costs when the old units failed.
- Another employee was issued a patent as a co-inventor of a software/process called "Methods and systems for establishing an electronic account for a customer," providing large scale secure customer registration as well as an "in-person proofing" business process component. These are just two of several different patents that have been awarded to MLGW employees.

Call Before You Dig

Spring is on the way. Have some yardwork to do? Dial 811 before any dig—including planting trees and shrubs. It's important to know where your utility lines are marked. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

You should be sure to call 811 in advance of your scheduled dig to allow time for the request to be processed. MLGW will mark the lines so you will know their approximate location and you can dig safely. Knowing what's below will protect you, your family and your neighbors.



**Know what's below.
Call before you dig.**

Call Before You Dig

Spring is on the way. Have some yardwork to do? Dial 811 before any dig—including planting trees and shrubs. It's important to know where your utility lines are marked. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

You should be sure to call 811 in advance of your scheduled dig to allow time for the request to be processed. MLGW will mark the lines so you will know their approximate location and you can dig safely. Knowing what's below will protect you, your family and your neighbors.



**Know what's below.
Call before you dig.**

Call Before You Dig

Spring is on the way. Have some yardwork to do? Dial 811 before any dig—including planting trees and shrubs. It's important to know where your utility lines are marked. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

You should be sure to call 811 in advance of your scheduled dig to allow time for the request to be processed. MLGW will mark the lines so you will know their approximate location and you can dig safely. Knowing what's below will protect you, your family and your neighbors.



**Know what's below.
Call before you dig.**

Spring is in the Air

As spring quickly approaches, so does the possibility of spring storms. Spring weather will cause power outages occasionally, and MLGW makes power restoration an around-the-clock priority. When an outage is reported, an employee known as a "troubleshooter" is dispatched to the problem area. While they are often able to restore power themselves, a larger outage that requires more extensive repairs may necessitate "backup" in the form of an MLGW crew. In particularly intense storms, high winds and lightning can cause more extensive outages. When this occurs, every available crew is set in motion as MLGW carries out its storm plan. MLGW has crews ready to respond every hour of the day, every day of the year.

If you experience an outage, call 544-6500 to access the automated electric outage reporting hotline. To access this system, you must have the phone number associated with your account or your 16-digit account number. In case there is a storm that causes extensive damage, it's a good idea to have an emergency kit on hand. Spring storms are nothing unusual in the Mid-South, but planning ahead can help you stay comfortable and safe during periods of extreme weather.

Ideas for an emergency kit include:

- Bottled water
- Canned food
- Aspirin and other medication
- First-aid kit
- Flashlight
- Battery-powered radio
- Fire extinguisher
- Tissue
- Batteries
- Cash and credit cards
- Sturdy shoes
- Basic tools such as crescent wrench, screwdriver, and pliers

Since damaged utilities can be hazardous, make sure you know how and when to turn off gas, electricity and water.



Spring is in the Air

As spring quickly approaches, so does the possibility of spring storms. Spring weather will cause power outages occasionally, and MLGW makes power restoration an around-the-clock priority. When an outage is reported, an employee known as a "troubleshooter" is dispatched to the problem area. While they are often able to restore power themselves, a larger outage that requires more extensive repairs may necessitate "backup" in the form of an MLGW crew. In particularly intense storms, high winds and lightning can cause more extensive outages. When this occurs, every available crew is set in motion as MLGW carries out its storm plan. MLGW has crews ready to respond every hour of the day, every day of the year.

If you experience an outage, call 544-6500 to access the automated electric outage reporting hotline. To access this system, you must have the phone number associated with your account or your 16-digit account number. In case there is a storm that causes extensive damage, it's a good idea to have an emergency kit on hand. Spring storms are nothing unusual in the Mid-South, but planning ahead can help you stay comfortable and safe during periods of extreme weather.

Ideas for an emergency kit include:

- Bottled water
- Canned food
- Aspirin and other medication
- First-aid kit
- Flashlight
- Battery-powered radio
- Fire extinguisher
- Tissue
- Batteries
- Cash and credit cards
- Sturdy shoes
- Basic tools such as crescent wrench, screwdriver, and pliers

Since damaged utilities can be hazardous, make sure you know how and when to turn off gas, electricity and water.



Spring is in the Air

As spring quickly approaches, so does the possibility of spring storms. Spring weather will cause power outages occasionally, and MLGW makes power restoration an around-the-clock priority. When an outage is reported, an employee known as a "troubleshooter" is dispatched to the problem area. While they are often able to restore power themselves, a larger outage that requires more extensive repairs may necessitate "backup" in the form of an MLGW crew. In particularly intense storms, high winds and lightning can cause more extensive outages. When this occurs, every available crew is set in motion as MLGW carries out its storm plan. MLGW has crews ready to respond every hour of the day, every day of the year.

If you experience an outage, call 544-6500 to access the automated electric outage reporting hotline. To access this system, you must have the phone number associated with your account or your 16-digit account number. In case there is a storm that causes extensive damage, it's a good idea to have an emergency kit on hand. Spring storms are nothing unusual in the Mid-South, but planning ahead can help you stay comfortable and safe during periods of extreme weather.

Ideas for an emergency kit include:

- Bottled water
- Canned food
- Aspirin and other medication
- First-aid kit
- Flashlight
- Battery-powered radio
- Fire extinguisher
- Tissue
- Batteries
- Cash and credit cards
- Sturdy shoes
- Basic tools such as crescent wrench, screwdriver, and pliers

Since damaged utilities can be hazardous, make sure you know how and when to turn off gas, electricity and water.

