

Need gift ideas for the holidays? MLGW has the perfect gift.

MLGW’s Gift of Comfort program enables you to make a payment of any amount toward a specific customer’s utility bill, as a gift. You only need to know the recipient’s address.

Complete the Gift of Comfort form at mlgw.com and follow the mailing instructions, or obtain a form at one of our community offices or by calling 544-MLGW (6549).

Your gift will show in the form of a credit on the recipient’s MLGW bill.



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

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



Just visit mlgw.com and click on the logos.

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Community Calendar

November 15: 4th Annual Memphis Miles for Myeloma, benefiting the Multiple Myeloma Research Foundation. 4 mile run or 1 mile walk at Shelby Farms. To register or make a donation, go to memphismilesformyeloma.racesonline.com.

November 22: St. Jude Give Thanks Walk, family-friendly event helps raise funds to support the lifesaving mission of St. Jude Children’s Research Hospital. Carriage Crossing. Registration begins at 7 a.m. Info: givethankswalk.org.

Nov. 28-Dec. 13: Memphis Botanic Gardens Snowy Nights in My Big Backyard (Fridays and Saturdays, 5:30-8:30 p.m.). Daily Dec. 15-30 (closed Dec. 24 & 25). MBG members \$7; non-members \$10. Info: 636-4116.

December 8: 12th Season of Wishes at the Shops of Saddle Creek. Help make wishes come true this holiday season for children with life-threatening medical conditions! Visit www.midsouth.wish.org or call 680-9474.

December 13: The Annual Collierville Contemporary Club Christmas Home Tour. Five beautifully decorated homes. 10 a.m. – 4 p.m. Info: Trena Street at 487-5916 or ccc1936.org.



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75th Customer Connection

Celebrating Brilliant Service for 75 Years

MLGW receives APGA’s SOAR Award

The American Public Gas Association recently recognized MLGW as a SOAR recipient. SOAR is an acronym for System Operational Achievement Recognition and the award recognizes public gas systems that have achieved excellence in the operation of their natural gas utility.

There are four criteria for recognition:

- System Integrity
- System Improvement
- Employee Safety
- Workforce Development

MLGW received the silver distinction in the 2014-2016 survey.



Pictured left to right: Russell Webb, MLGW Gas Safety Integrity; Michael Avanzi, Gas Engineering; Richard Finnie, Employee Development; Alonzo Weaver, VP, Engineering Operations; Rick Masson, Board of Commissioners Chairman; Jerry Collins Jr., President and CEO; and William McCaig, Safety and Technical Training.

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Safety and Service

Serving our customers extends beyond reliable and affordable utilities. It includes taking steps to ensure your safety. We also want to make you aware that MLGW will need access to your property to read your meter, and in some instances to make repairs.



MLGW personnel read more than one million meters a month to ensure customers receive accurate bills and only pay for what they use. In the blue-shaded column on your bill, it indicates when a meter reader will be onsite to read your meter. On that day, please make sure the gate is unlocked and that your meter isn’t obstructed by shrubbery. It’s also important to make sure that family pets are not in the yard. No matter how friendly, animals, such as dogs, can become instinctively protective when they feel threatened by someone invading “their territory.” To keep pets safe, remove them from the backyard so we can get an accurate meter reading and do our best work for you.

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MLGW’s Winter Moratorium for senior customers

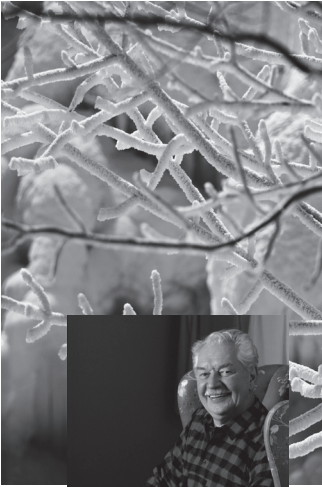
MLGW offers the winter moratorium program to ensure that qualifying physically challenged and elderly customers (60 years or older) get the warmth they need in the winter. From December to February, MLGW will not disconnect service to customers who have enrolled in the program, though enrollees should still keep their accounts current.



For eligibility guidelines and enrollment, customers can call 544-MLGW (6549), visit an MLGW community office, or go to mlgw.com/wintermoratorium. Nov. 15 is the application deadline, and in order to qualify, customers cannot have an outstanding balance on Nov. 30.

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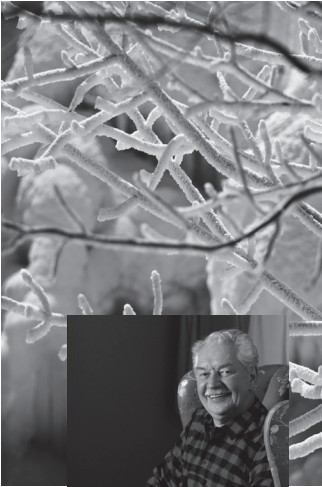
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Get started on winter weatherization

There are plenty of things you can do in the winter to save a little on your heating and utility bill. But the best savings come from efforts you make before cold weather gets here. Here are some early weatherization ideas:

- Put more insulation in your attic (R38-rated and above) or under floors (R13+).
- Install a new energy-efficient furnace or water heater with Energy Star® endorsement.
- Have vinyl siding installed on your home’s exterior with insulation between the new and old siding.
- Find and caulk cracks around outside doors and windows. Weatherstrip around doors.



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