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and wall furnaces should be cleaned prior to the technician's arrival. If your furnace is in the attic, proper access must be provided.

If your utilities are listed in your name and you are 62 years of age or disabled, the service will be provided at no charge as long as you present the Customer Service Representative with verification at the time of service. When you schedule your appointment, be sure to write down the date and time you have selected. Appointment cards will not be mailed.

Call 811 Before You Dig

The Common Ground Alliance (CGA) has launched a new national "Call Before You Dig" Web site and telephone number designed to serve as a national resource for professional excavators to identify buried utility lines before every digging project.

- 811 is the new FCC-designated national number created to eliminate the confusion of multiple "Call Before You Dig" numbers across the country. One easy phone call to 811 starts the process to get your underground utility lines marked for free.

- For more information about the 811 service and campaign, visit www.call811.com



Operation Safe Community (OSC) is a roadmap to make Memphis and Shelby County one of the safest communities of its size in the nation by 2011. The initiative is a guideline of how law enforcement and the citizens they serve can work together to make our community safe. To learn more about Operation Safe Community, visit www.operationsafecommunity.org

September 21 – September 30 – The original Mid-South Fair celebrates its 151st anniversary this year at the Mid-South Fairgrounds with events and attractions sure to appeal to all ages. This year's concert lineup also spans the music horizon featuring everyone from country superstar, Gary Allan, to rising hip-hop artist, Omarion, to opening night legend, Ronnie Milsap. Be sure to stay up-to-date on all the happenings by visiting www.midsouthfair.org or call 901-274-8800. And don't get stuck in the long lines for tickets – purchase these and VIP seating to any of our 10 premier concerts online. Come see why you just can't help but have fun at the 2007 Mid-South Fair.



Customer Reference Number: 08/07



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW provides the lowest water rates, according to latest utility rate comparison

Thanks to MLGW's efforts, Memphis has ranked first among selected cities across the nation for having the lowest water and wastewater rates according to the newly released "2007 Utility Bill Comparisons for Selected U.S. Cities" report compiled from surveys conducted annually by MLGW. The report also reveals that Memphis is in the top six of cities nationwide claiming the lowest average monthly residential utility bills.



"We are extremely pleased with the results of this report," said Jerry Collins, Interim Chief Utility

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Jerry Collins

Officer for MLGW. "The fact that our rates were found to be lower than those of such cities as Las Vegas, Los Angeles, San Francisco, St. Louis and Chattanooga among many others, is very commendable and shows that the utility's efforts to contain costs are paying off."

With ever-increasing wholesale utility costs, MLGW has worked diligently for its customers by staving off any potential rate increases. As a result, MLGW has not had to raise rates since 2004 and is continuing efforts to delay any increases as far into the future as possible.

For more information, call 544-MLGW (6549) to request a copy of MLGW's 2007 Utility Bill Comparisons report.

Visit MLGW's Web site: www.mlgw.com

No Lines, No Waiting!

Customers no longer have to go to an MLGW Community Office to reconnect services after a cutoff due to non-payment, to arrange for a payment extension, to obtain a letter of credit, or to transfer services when you have a balance. MLGW customer service advisors can now handle these matters over the telephone. Simply call the MLGW Customer Care Center at **544-MLGW (6549)** with your request. No lines. No waiting.



Pay MLGW bills at Dollar General

For our customers' added convenience, MLGW bill payments are now accepted at all 10 Dollar General Stores in the Memphis area. The payment kiosks in the stores are the same as kiosks in Exxon Tiger Markets (On The Run). They accept cash only, a \$2.00 convenience fee is charged, and your payment to MLGW is updated in real time. Customers need their MLGW account number or telephone number on MLGW records, plus the last four digits of the MLGW-account member's social security number to make payments.

Prepare Today for the Cool Weather to Come

It's not too early to have your heating unit inspected, and MLGW provides a way for all customers to do so during Pilot Safety Inspection season. Beginning August 1, MLGW customers can call 820-7878 to schedule a safety checkup. Safety inspections scheduled from September 4 - 30 are free. From October 1 through December 31, customers will be charged a \$27 service fee.



Appointment times are available Monday through Friday: 8 a.m.-noon; noon-4 p.m.; and 4 p.m.-8 p.m. Saturday appointments are also available. Call 820-7878 to schedule your appointment either with a Service Advisor in the Customer Care Center from 7:30 a.m.- 9 p.m. weekdays, or by using our automated system that is available 24 hours a day, seven days a week during Pilot Safety Inspection season.

The \$27 service fee is billed to your account and covers up to three gas heating appliances. Each additional gas appliance will incur a \$14.00 fee. Floor

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