

Know your gas!

It smells like rotten eggs or sulfur. For safety's sake, if you suspect a leak and smell a strong natural gas odor — leave the area. Don't use anything that creates a spark, especially a cell phone. Call MLGW at 528-4465 or 911.



Find out more about gas safety at mlgw.com/residential/safety. Also, some customers may get a short survey call this winter, so please respond and know your gas!

Newer app makes paying utility bill easier

MLGW's mobile app now includes an option for customers to view their account information and pay their utility bills. The app is available for free from Google Play for Android devices, version 3.1, or from the App Store for iOS devices, version 3.11.

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

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



Just visit mlgw.com and click on the logos.



Dec. 1-29: Starry Nights, the annual light show and all new Mistletoe Village at Shelby Farms with local artisans, shopping, music, a petting zoo, camel rides and visits with Santa. Info: shelbyfarmspark.org.

Dec. 1-24: WinterArts and Holiday Artists' Market with handcrafted works by the region's finest artists. Jewelry and works in glass, metal, wood, fiber and clay. Park Place Centre, 1215 Ridgeway Road. Info: winterartsmemphis.com.

Dec. 21-22: Finish your holiday shopping while your children (ages 6 to 9) enjoy crafts and games at a Winter Wonderland at Memphis Botanic Garden. Camp is from 9 a.m. until 3 p.m. Registration is required. Info: 636-4126.

Jan. 7: Shelby County Schools Optional Schools Fair, 1 – 4 p.m., University of Memphis UC Ballroom, third floor. Info: 416-5338 or scsk12.org/optional/.

Do you have an upcoming community event? Send an email at least three months prior to the event to corpcomm@mlgw.org. Be sure to include Community Calendar in the subject heading.



Customer Reference Number: 12/17



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Collins looks back over his years as president of MLGW

Thank you for allowing me to serve you as the president and CEO for Memphis Light, Gas and Water Division these past 10 years.



Jerry R. Collins Jr.

As I retire, I am proud of the many successes we've made during my time here. With our governing principle of always doing that which is in the best interest of the customers as a whole, MLGW has:

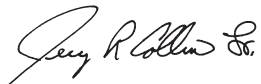
- Maintained the lowest combined electric, gas, water and sewer rates in the country for five consecutive years.
- Changed our credit and payment policy to help customers meet their billing obligations while minimizing their chances of being cutoff for nonpayment.

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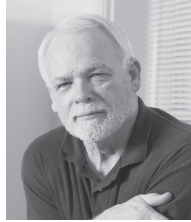
- Grew the money raised for our Plus-1 program to an all-time high to help families in crisis with one-time utility assistance.
- Garnered \$7 million in grants from various entities to make low income homes more energy efficient.
- Expanded our Share the Pennies program, which should raise about \$1.5 million annually to help even more people make their homes energy efficient.
- Improved the lives of hundreds of our customers by inspecting rental homes to ensure that basic energy needs are being met.
- Started a \$240 million rollout of the smart meter project which remains on track, under budget and will likely wrap up ahead of its 2020 deadline.

I know there are many challenges ahead within the utility industry. I am confident that with MLGW's dedicated employees, my successor will meet those challenges.



Jerry R. Collins Jr.

Gid Smith, Plus-1 utility assistance founder, died



Gid Smith

The man who established the Plus-1 utility assistance program in partnership with MLGW has died.

Gid Smith served as MIFA's executive director from 1972 to 1989. He died on Oct. 22.

He was 75. In addition to Plus-1, Smith started Meals on Wheels and the Mid-South Food Bank. As president of the Community Foundation of Greater Memphis, he saw the group's assets grow from \$20 million to \$280 million.

Plus-1 helps families with one-time assistance in paying their utility bill. Since it was established in 1982, the program has helped families facing unexpected medical bills, job loss or the death of a loved one.

If you would like to make a donation to help a family in need, go online to mifa.org/donate-plus1. You may also mail a check or money order payable to Plus-1 at: MLGW – Cashiers, P.O. Box 388, Memphis, TN 38145.



Share the Pennies

SMALL CHANGE, BIG DIFFERENCE.

Rounding-up your bill helps in providing grants for home weatherization projects for low-income MLGW customers. Participating customers have their utility costs rounded up to the next whole dollar, and the extra change goes toward weatherization grants.



New program begins in January

Starting Jan. 1, MLGW is expanding its Share the Pennies utility bill round-up program to include participation from all residential, commercial and industrial customers.

Share the Pennies, sponsored by MLGW and MIFA, provides grants to low-income homeowners for home weatherization to increase energy efficiency.

The grants are funded by MLGW customers, whose bills are rounded up to the next whole dollar. For example, a bill of \$150.50 would be rounded up to \$151, and 50 cents would go toward the grant program.

Customers who choose not to donate to Share the Pennies can opt out at any time before or after the enrollment expansion. See the enclosed insert.