

Protect Your Pipes!

A burst water pipe can put a real damper on your day ... not to mention your home. Protect your pipes in freezing weather. 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.

If you're going out of town, don't turn your heat off, just turn it down several degrees. It's a good idea to insulate your above-ground water pipes, too. Pipes in the crawlspace or basement under your house could be susceptible to a deep-freeze, so pipe insulation is always a good idea. If your attic insulation isn't great, you should insulate water heater pipes in the attic, as well.



Cold Weather-Related Cutoff Moratorium

It is MLGW policy not to cut off residential utilities for non-payment whenever the forecast wind-chill factor will be below freezing (32 degrees Fahrenheit) for a period of 24 hours or more.

(Payment Options continued from front page.)

arrangements. Or, you may come in to a Community Office and speak with our Credit Office staff. You are still responsible for the full amount and must abide by the payment arrangements you make or risk cutoff.

MLGW attempts to assist customers through payment arrangements, deferred billing, annual moratorium, winter moratorium for seniors, cold weather moratorium, Budget Billing, AutoPay, and assistance programs such as On Track and Plus-1. You can find more information at www.mlgw.com under "Payment Options."

Plus-1 Donations on MLGW Bill for Tax Purposes

If you have donated to Plus-1 over the past year, your January or February MLGW bill lists the total of your 2010 contributions for tax purposes. MIFA, who administers Plus-1, is a non-profit corporation under § 501(c)(3) of the Internal Revenue Code and contributions are tax deductible to the extent the law allows. For more information, visit www.plus1memphis.org or call your tax advisor.



Jan. 15 – June 12: Wonderful Wizard of Oz exhibit. Children's Museum of Memphis. More info: 458-2678 or www.cmom.com.

Jan. 21: Italian Masters Chamber Orchestra, Memphis Symphony. Buckman Performing and Fine Arts Center, 8 p.m. More info: 537-2525 or www.memphissymphony.org.

Jan. 22: IRIS Orchestra featuring Time for Three string trio. Germantown Performing Arts Ctr, 8 p.m. More info: 751-7500 or www.irisorchestra.org.

Jan. 29: 26th Annual Chocolate Fantasy, benefits National Kidney Foundation of West Tennessee. Oak Court Mall, 11 a.m. - 5 p.m. More info: 683-6185 or www.nkfwtn.org.

Jan. 29-30: Intergalactic Bead & Jewelry Show. Agricenter, 10 a.m. - 5 p.m. More info: 888-729-6904 or www.beadshows.com.

Feb. 19-20 & 26-27: 26th Annual "Bowlin' on the River" Bowl-A-Thon benefiting Junior Achievement. To register: 366-7800 or www.bowlathon.com.



Customer Reference Number: 01/11



Smart Grid Update

MLGW's Smart Grid Demonstration participants are ringing in the New Year with new electric smart meters and information to help them learn about energy usage and savings.

MLGW installed most of the 1,000 smart meters over a four-week period in November and December. In-Home Displays (IHDs) with eight screens to provide details about electricity usage, trends and costs were delivered to 500 participants, enabling them to see their electricity information in real time. Customers may choose to install the IHD on a table, counter or wall as a visual reminder to monitor energy usage.

One component of the Smart Grid Demonstration remains – a new set of tools for MLGW's popular My Account website. The new tools, which will debut by January 31, allow participants to view and track time-stamped electricity use, their projected electric bill and other information. MLGW will update the Web information daily.

Throughout 2011, MLGW's Smart Grid pioneers will receive customized communications and participate in surveys to help MLGW evaluate the energy-efficiency benefits of Smart Grid. Visit www.mlgw.com/smartgrid to learn more.

Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Bill Payment Options

Memphis Light, Gas and Water's annual 30-day moratorium on cutoffs of residential customers for non-payment ends Jan. 14, and customers are encouraged to pay what they can during the moratorium to avoid accumulating large balances.

MLGW has several bill payment options, including our Community Offices and phone-in, online or kiosk payments.

- Pay in person at any of our Community Offices; locations are listed on your bill or at www.mlgw.com.
- Phone in credit card payments at 866-315-0277.
- Pay online through My Account at www.mlgw.com.
- Pay at kiosks located in area Walgreens and Exxon Hop In stores.

If you're having trouble paying your bill in full, MLGW's Customer Care Center (544-MLGW) can help you set up payment

(continued inside)

Council Approves Water Increase

The Memphis City Council approved MLGW's five-percent water rate increase Dec. 7. The increase will average 66 cents more per month for City of Memphis residential customers using 10 CCF of water beginning with their January utility bills.

MLGW customers enjoy some of the lowest water rates in the country, according to 2010 surveys, and water rates will remain very low even with the slight increase. The five-percent increase was necessary for several reasons. Without the increase, MLGW's water division would lose money next year, which might damage the utility's bond rating and make it more expensive to borrow money. The state could mandate a rate increase if negative net income persists for two years in a row.

In proposing the rate increase, MLGW is being proactive and fiscally responsible. MLGW safely meets all bond coverage tests and has a goal of positive net income for all three divisions. There is no rate increase for electricity or natural gas.

