

Share the Pennies begins its opt-out phase this month

We realize that everyone likes to decide where they spend their money. We hope you will find that Share the Pennies is worthy of your support. This program helps homeowners by providing grants for basic energy efficiency improvements.

Starting in January 2018, MLGW will enroll all residential customers into the program. Utility bills will be rounded up to the nearest dollar. Customers will give less than a dollar a month.

Inside this month's bill, you will find a letter on yellow paper that explains what it means and how you may opt out at any time.

The Share the Pennies program is voluntary. We hope you will share your small change and make a big difference in our community. For more details, visit mlgw.com/sharethepennies.

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.



Community Calendar

July 27-29: Training session at the Memphis Crisis Center for community members interested in being a compassionate listener on an emotional support hotline. Info: 448-2802 or volunteers@crisis7.org.

Aug. 5-6: Memphis Pet Expo at the Agricenter, 105 S. Germantown Pkwy. Bring your pet to play, shop, learn or adopt. Saturday, 10 a.m. – 5 p.m. and Sunday, 11 a.m. – 4 p.m. Free.

Aug. 19: Nineteenth Annual Sparkling Nights Auction, Wine and Food Tasting benefiting SRVS and people with disabilities. Holiday Inn, University of Memphis. Tickets and info: srvs.org.

Aug. 19-20 & 26-27: Mid-South Renaissance Faire at USA Baseball Stadium, 4351 Babe Howard Blvd., Millington. 10 a.m. – 6 p.m. Prices vary: \$10/person or less. Info: midsouthrenfaire.com

Do you have a community event in the next three months? Send an email to corpcomm@mlgw.org. Make sure to include Community Calendar in the subject heading.



Customer Reference Number: 7/17



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Customers who weathered the Tom Lee Storm: Thank you for your patience and humor

During the recent straight line wind storm that hit on May 27, the lights went out for 188,000 of MLGW's customers.

Within 30 minutes after the storm struck, MLGW's Crisis Team held the first of many conference calls and/or meetings. We immediately called for backup from our utility partners.

In all, 101 contract electrical crews and 78 tree trimming crews helped us get the lights on for our customers. Memphis city officials are estimating that 680 trees fell on power lines, homes and vehicles.



MLGW crew cuts away at storm damage.

(continued inside)



The Tom Lee Storm ranks as the third largest in MLGW's history behind the ice storm of 1994 and Hurricane Elvis in 2003.

The storm hit Whitehaven, North and South Memphis, Midtown, Frayser, Shelby Farms and the Park/Getwell area. In 10 days on June 7, power was restored to all who were able to be connected. Some customers had to complete home repairs before power was restored.

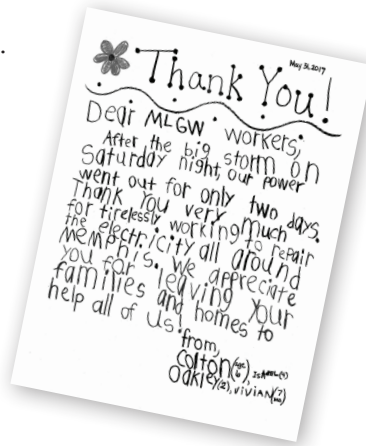
Thank you for your patience. We appreciate your humor and grace you posted on social media.

Sherman Pruitt: @MLGW My Power Back On :)

I'm Doing the happy Dance.! I want 2 Give a Big Thanks To #MLGW & To The Other Workers.!

Jacob Klaven: And on the seventh day, @MLGW said let there be lights, AC, and wifi. And there was. And it was good.

Elexis: I know you have probably heard 1,000 complaints. I just wanted to tell you how thankful I am.



Here are a few facts about the May 27 storm:

- Winds hit up to 105 mph.
- 680 trees fell in Memphis.
- About 1,000 Shelby County homes were damaged.
- No figures were available on the cost for insured or uninsured homeowners.
- No one was killed or seriously injured during the storm.
- MLGW will spend about \$17 million for storm damage/clean up.
- Total damage estimates, including MLGW costs, will reach up to \$30 million.
- Shelby County is one of 12 Tennessee counties seeking federal disaster aid.

Sources: City of Memphis, Shelby County Office of Preparedness

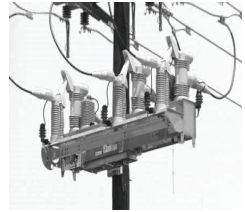
What we're doing:

- Repairing damaged street lights.
- Disposing of materials.
- Filing for FEMA reimbursements.

What we're planning:

- Spending \$18 million over the next five years for improvements such as upgrading circuits to pumping stations, hospitals and other emergency services.

- Adding smart switches to existing utility poles. When a circuit goes down, instead of a crew resetting it, we can remotely or automatically switch to a nearby working circuit.



A smart switch

- Using more smaller pole-hauling equipment in backyards to restore power quicker.

Other considerations:

- An underground electrical system would cost \$3.5 billion to build over a period of 50 years. It would result in a huge rate increase.