
Nick Newman Named to Habitat Board

When Habitat for Humanity of Greater Memphis sought to round out their Board of Directors with someone who had utility construction expertise, they found MLGW's Nick Newman, VP of Construction and Maintenance, to be a perfect fit. In June, Newman began serving a three-year term on the board that sets policy for the organization and oversees fundraising efforts. "I look forward to working with such a noble organization as Habitat and contributing in any way I can to its continued success in meeting a critical need in our community," said Newman.

MLGW Employees Care

During the summer's life-threatening heat waves, MLGW employees kept an eye out for at-risk customers. In August, meter reader Robert Fayne discovered a bedridden customer and her physically disabled husband on oxygen with no utilities in sweltering conditions. MLGW Customer Metering employees helped arrange utility assistance through the Community Services Agency, meter reading foreman Robert Williams went by the home to inform the customer and power was restored that day.

Preparations Continue for Smart Grid Demo

With the Memphis City Council's recent approval of the primary contract for MLGW's Smart Grid Demonstration, work continues on the 1,000-meter project which will demonstrate the operational, customer service and consumer benefits of digital technology.

New electric smart meters are currently being manufactured to MLGW's specifications. Those meters will be delivered in late 2010 and then installed at the homes of selected volunteers. (All volunteers have received notification regarding their participation status.) Half of the volunteers will also receive an In-Home Display, a digital device that will show real-time electricity usage information, as well as trends and cost projections based on usage throughout the billing period.

MLGW's programming staff is developing applications that will receive and store the time-based meter readings, which will be collected daily. This data will be used for billing and also for participants to view their time-based information online through a new component that will be added to My Account in January 2011.

Visit www.mlgw.com/smartgrid for updates about this exciting demonstration.



Nov. 6: 14th annual Race for Grace 5K and One Mile Walk/Run. Benefits Church Health Center. Shady Grove Presbyterian Church, 9 a.m. For more information: 272-0010, ext. 1407, or raceforgrace.racesonline.com.

Nov. 13: IRIS Orchestra with Yefim Bronfman, world-renowned classical pianist. Germantown Performing Arts Ctr, 8 p.m. For more information: 751-7500 or www.irisorchestra.org.

New Inspection Station to Open

Memphis Motor Vehicle Inspection Bureau will open its fourth vehicle inspection station this fall at 2355 Appling City Cove with six lanes (two large enough for commercial and recreational vehicles). Inspections will still be conducted at 590 Washington Ave., 1720 R.K.S. Commercial Cove and 855 N. White Station. For more information, call 528-2947, visit www.mvib.org or e-mail MVIB@memphistn.gov.



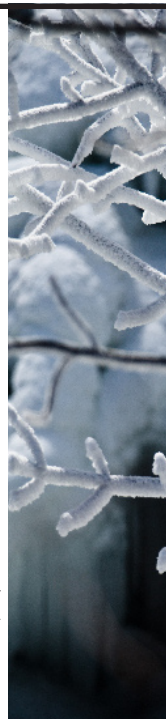
Customer Reference Number: 10/10



Get Started on Winter Weatherization

There are plenty of things you can do in winter to try to save a little on your heating and utility bill. But the best savings come from efforts you make before cold weather gets here. Pre-season weatherization is more extensive, but yields greater results. Here are some early weatherization ideas:

- Put more insulation in your attic (R38-rated and above) or under floors (R13+).
- Save big by installing storm windows and storm doors.
- 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.
- Install a programmable thermostat.
- Make sure central heating air filters are clean or replaced regularly.



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Site Selection Places MLGW in Top 10

Memphis Light, Gas and Water has been identified as one of the Top 10 Utilities in Economic Development in the nation, according to Site Selection magazine. MLGW also made their Top 10 list in 2000 and 2001.

Site Selection's designation is based on a utility's 2009 performance in capital investment and job creation.

"No group benefits from successful economic development in a city more than the existing customers of a municipal utility," said Jerry Collins Jr., MLGW President and CEO. "MLGW is proud to continue its longtime partnership with the Greater Memphis Chamber in both attracting new industry to Memphis and assisting existing industry."

The Site Selection designation is the latest example of national recognition for MLGW. In July, MLGW residential electric rates were the seventh lowest out of 56 utilities surveyed by the Jacksonville Energy Authority (JEA).

Getting a 'Live' Customer Service Rep

MLGW's Interactive Voice Response (IVR) phone system is designed to give quick and easy automated access to certain MLGW programs and services. However, we understand that you may want to speak to a customer service representative. Here are some tips to use when calling MLGW Customer Service:

- Call (901) 544-6549 for billing, payment arrangements and payment issues.
- Call (901) 820-7878 for services (start/stop/transfer), trouble calls and pilot safety inspections.
- For non-emergency calls, Press 1 for English or Press 3 for Spanish and then Press 2. Then listen closely to menus.
- Listen to each menu option. Press 9 to hear menu options again.
- Select menu option that most closely matches your need. Almost every prompt in the IVR can transfer you to a live agent.
- Majority of IVR menus will present "Press Zero to speak to a customer service representative" on the second pass through the menu.
- Invalid prompt selections create an error and transfer you to the end of the queue with longer wait times and improper categorization of the reason you're calling.