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Credit Policy Changes

On October 18, 2007, the MLGW Board of Commissioners voted to enhance the utility’s credit policy and made some significant changes. For any questions concerning credit policy changes, call MLGW’s Customer Care Center at 544-MLGW (6549). To stop, start, or transfer utility service, call 820-7878.

The new policy will take effect January 1, 2008, with the exception of the Annual Moratorium, which will take effect December 15, 2008.

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Some highlights of these changes include:

Deposits

- A customer has the option of including the deposit amount on the first bill.
- If required, a residential customer’s initial security deposit will be \$125.
- The deposit will be based on credit assessment; not all customers are required to pay a deposit.
- Instead of a monetary deposit, MLGW will accept a Letter of Reference showing a good credit standing from another gas and/or electric utility.
- Deposits for customers with good payment histories also will be returned after just 24 months, 12 months sooner than the previous policy.

Annual Moratorium

- In an effort to help customers stay up to date with payments, MLGW will cap the amount of non-payment during the Annual Moratorium (December 15 to January 14) at \$1,000.
- Customers will need to pay any balance greater than \$1,000 or be subject to cutoff during the moratorium period.

Customers on life support

- MLGW is increasing its efforts to identify and assist customers who are on life support, and will now re-certify life support customers annually in order to ensure accurate data.
- This information will be shared with the fire department to ensure that these customers are assisted during emergencies.

Payment Arrangements

- Customers requesting extensions will pay 25% of the balance rather than 50%.
- Balance of the bill will be extended up to eight days past the due date of disconnect notice.
- Second payment arrangements are now allowed. For a second payment arrangement, a customer must pay 50% of the remaining balance; the balance will be extended until two days before the due date on the next month’s bill.
- Exceptions to the payment arrangement guidelines are available to customers who have proof of a temporary financial hardship caused by situations such as loss of employment, hospitalization, loss of loved one, etc.

Deferred Payments

- Customers must have a balance of \$500 or greater to participate.
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- Customers will be asked to complete a Residential or General Power Service Agreement when requesting a Deferred Payment Plan and must have a service agreement on file before they receive a second deferred payment plan.
- Managers or executives must approve higher balances for deferred payment.

A Routine Day in Credit Operations Saves Lives



Chester Tunstall

Chester Tunstall, employee in Credit Operations, works closely with special-need customers who require life support equipment in their homes. In early November, Tunstall was on his way to a routine meeting away from his office in the MLGW Administration Building. Tunstall decided to drive by a customer’s home on his way to the meeting to check on life support equipment that was supposed to be located at this particular house. When he arrived at the home, he noticed smoke escaping from the house next door. He went next door to see if anyone was inside the dwelling, and he was surprised to find residents inside and unaware of the smoke pouring from the rear of their home. Tunstall made sure everyone left the home just as flames began to engulf the roof. Fire fighters were soon on the scene, but thanks to Tunstall’s sharp observations and willingness to get involved, no rescue nor life-saving measures were needed; everyone was safe thanks to Tunstall’s quick actions.

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New Color Uniforms for Meter Readers

Within the next few weeks, MLGW Meter Readers will begin wearing shirts and jackets with a new color. All shirts and jackets will be a high visible yellow with reflective striping, similar to what construction workers wear when working near or alongside highways. The MLGW logo will remain the same.

The change in uniform color was made to help customers readily identify meter readers working in neighborhoods and backyards, and for the general safety of the meter readers. This color should help customers identify meter readers much easier than the non-reflective blue color used in the past.



Also, it will help drivers quickly see meter readers who are working in heavy-traffic areas.



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Community Calendar

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December 29 – MLGW is a proud supporter of the AutoZone Liberty Bowl Football Classic. Kickoff will be on Saturday, Dec. 29 at 3:30 p.m. Call 795-7700 for more information or visit www.libertybowl.org

January 26, 2008 – The Annual Chocolate Fantasy to benefit the National Kidney Foundation of West Tennessee will be held at Oak Court Mall from 11 a.m. – 5 p.m. Tickets are \$16 in advance at TCBY and Dinstuhl’s or \$18 at the event. Sample over 30 chocolate treats from area restaurants, caterers and bakeries. For more information, call Judy Edelson, Development Director of the National Kidney Foundation of West Tennessee at (901) 683-6185.

Rescheduled – The state of Mississippi’s lawsuit against the city of Memphis over the use of underground water has been rescheduled. The case was to have been heard in November, but is now scheduled for February 4, 2008, in federal court in Oxford, Mississippi.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION



Jerry Collins Becomes Tenth MLGW President

On November 6, 2007 the Memphis City Council approved Jerry Collins to be the next President and CEO of Memphis Light, Gas and Water Division. He became the tenth person to lead MLGW and began his new duties on November 20.

Collins has led the City of Memphis Public Works Division for the past seven years. He has received numerous awards for operational excellence and efficiency in the field of wastewater management, and under his leadership the City of Memphis went 22 years without a sewer rate increase. In addition to his duties at the City, Collins had served as the Interim Chief Utility Officer at MLGW since June 2007, overseeing the day-to-day operations of the utility. Under his leadership at MLGW, overtime spending has been reduced and a renewed emphasis has been placed on customer service. Collins has pledged to continue and increase customer service improvements.

“I appreciate the City Council’s vote of confidence. This is an opportunity that I look forward to,” Collins said. “I am an

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