

Winterization of your Outdoor Water System

In addition to protecting your indoor water pipes from freezing this winter, don't forget your lawn irrigation system, hoses and outside faucets.

Sprinkler Systems: Don't forget to winterize your backflow prevention device and irrigation system before the first winter freeze. If you do not know how to winterize your system and backflow device, check with an irrigation or lawn-care professional.

Sprinklers and Hoses: Water can also freeze inside sprinkler housings and hoses and may burst or rupture parts. Clean and store sprinklers in a dry place. Disconnect hoses from their water source and drain them of any remaining water. Neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets.



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

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Community Calendar

Until Dec. 29: A Tuna Christmas at The Circuit Playhouse, Thurs., Fri., and Sat. at 8 p.m., Sun. at 2 p.m. For info. 901-726-4656 or playhouseon-the-square.org.

Jan. 23: The Association for Women Attorneys (AWA) 34th annual Banquet and Silent Auction, benefits student scholarships to the University of Memphis Cecil C. Humphrey's School of Law. Contact: e-mail KeatingL@LawrenceRussell.com or call 844-4438.

Until Jan. 5: Memphis Zoo outdoor ice skating rink. Open daily, 9:30 a.m. to 4:30 p.m. and from 5:30 to 9 p.m. (Nightly during Zoo Lights Only). For a complete schedule go to memphiszoo.org or call 333-6500. \$6 includes ice skate rentals. Regular Zoo admission prices also apply.

Until Dec. 30: Sun Trust Zoo Lights, thousands of lights throughout the Zoo. Open on select nights from 5:30-9:30 p.m., \$6 members / \$8 nonmembers. More info.: 333-6500.



Customer Reference Number: 12/13



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Help Others through Plus-1

If you are looking for a way to make a difference during this holiday season, please consider donating to Plus-1. You will find an envelope inside your MLGW bill this month that gives you several options to donate. We encourage you to help us help others by adding just \$5 each month to your bill.

If every MLGW customer gave \$1 a month to Plus-1, we could help more than 20,000 families with onetime assistance with their utility bill. Make a difference in someone's life this holiday season by donating to Plus-1.

Cold Weather-Related Moratorium

MLGW will not disconnect any residential accounts for nonpayment whenever the wind chill is predicted to be at or below 32 degrees Fahrenheit during a 24-hour period.



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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 deepfreeze, 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.

Winter Energy Tips

Follow these tips to keep your hard-earned energy dollars from escaping from your home.

- Set your heating thermostat no higher than 68 degrees. Each degree above 68 adds as much as four percent to your bill.
- Dress in layers to retain body heat.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



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AutoPay = Convenience

MLGW's AutoPay program is the easiest way to pay your monthly utility bill. Enrolling in the plan is simple, and you'll never have to write a check to pay your bill again.

AUTOMATIC:

Simply authorize your bank and MLGW to automatically deduct your utility bill from your checking account each month. You will still receive your utility bill statement so that you can monitor your usage. However, instead of sending your payment back through the mail, the amount will be deducted directly from your checking account on (or in some cases, one or two days after) the net due date shown on your bill.

WORRY-FREE:

If you are out of town, on vacation or cannot check your mailbox every day, you won't have to remember to pay your bill. Through the AutoPay plan, your bank and MLGW will work together to eliminate the hassle of mailing in your monthly utility payment.

SAVES TIME AND MONEY:

When you use the AutoPay plan, you eliminate check writing and postage or waiting in line to pay your bill. In addition, you will build and maintain excellent credit with MLGW since every payment will reach us right on time.

JOIN AUTOPAY TODAY:

Good news! If you are an existing customer with a positive MLGW payment history, or are a new customer with a good credit assessment, and have a checking account at an area bank that is a member of the ACH, you're eligible for AutoPay. To apply, simply fill out an Authorization Agreement, attach a voided check (to make sure we have your correct account number) and we'll do the rest. Visit www.mlgw.com/residential/autopay. Please allow two to eight weeks for processing, depending on your account billing cycle.

CHECK YOUR MESSAGES:

Once you join AutoPay, special information about your account will be printed on the top portion of your utility statement each month. Please be sure to always read your statement and look for these important messages.

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