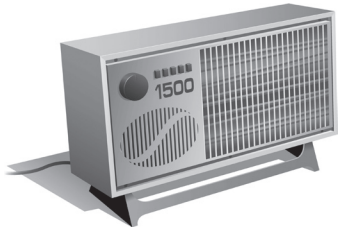


## Blankets/Heaters Donated

MLGW and the Neighborhood Christian Center teamed up again this year to assist qualified low-income seniors and physically challenged residents of Shelby County through the "Power of Warmth" Program. The program provides space heaters and electric blankets to eligible MLGW customers. MLGW was able to give away 100 electric blankets and 100 space heaters to senior and low-income customers. Eligible customers received their choice of either a space heater or an electric blanket, which were do-

notated by MLGW to the Neighborhood Christian Center for distribution. Customers receiving a space heater also received a space heater safety brochure.



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

Interact with MLGW via: Twitter, Facebook, Blogspot and YouTube



Just visit [mlgw.com](http://mlgw.com) and click on the logos.

## Community Calendar

**Feb. 23-24 and Mar. 2-3:** The annual Junior Achievement of Memphis' Mid-South Bowlin' on the River Bowl-A-Thon takes place at bowling centers all over the Shelby County area. Teams of five bowlers join together to have competitive fun while raising funds for JA's In-School programs and JA BizTown. For info: Katie Ball at 366-7800 or [kball@jamemphis.org](mailto:kball@jamemphis.org).

**Mar. 9:** Kite Flying contest at T. O. Fuller State Park, 1500 W. Mitchell Rd. Prizes will be awarded. Age groups: 5-12 years of age and 13 years and older. Registration starts at 1 p.m.; contest begins at 2 p.m. in the Day-Use area. For info: Park Office at 543-7581.

**March:** Literacy Mid-South's Read Across America Month. Read Literacy Mid-South's Book of Choice for 2013, *Wonder* by R.J. Palacio, and participate in reading groups, special events, book donations and more throughout the month of March. For info: [www.literacymidsouth.org](http://www.literacymidsouth.org) or contact Jeff Rhodin at 201-6036 or [jrhodin@literacymidsouth.org](mailto:jrhodin@literacymidsouth.org).



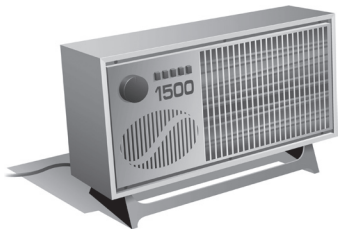
Customer Reference Number: 02/13



## Blankets/Heaters Donated

MLGW and the Neighborhood Christian Center teamed up again this year to assist qualified low-income seniors and physically challenged residents of Shelby County through the "Power of Warmth" Program. The program provides space heaters and electric blankets to eligible MLGW customers. MLGW was able to give away 100 electric blankets and 100 space heaters to senior and low-income customers. Eligible customers received their choice of either a space heater or an electric blanket, which were do-

notated by MLGW to the Neighborhood Christian Center for distribution. Customers receiving a space heater also received a space heater safety brochure.



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

Interact with MLGW via: Twitter, Facebook, Blogspot and YouTube



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



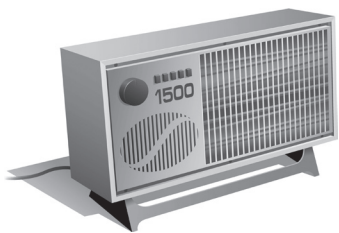
Customer Reference Number: 02/13



## Blankets/Heaters Donated

MLGW and the Neighborhood Christian Center teamed up again this year to assist qualified low-income seniors and physically challenged residents of Shelby County through the "Power of Warmth" Program. The program provides space heaters and electric blankets to eligible MLGW customers. MLGW was able to give away 100 electric blankets and 100 space heaters to senior and low-income customers. Eligible customers received their choice of either a space heater or an electric blanket, which were do-

notated by MLGW to the Neighborhood Christian Center for distribution. Customers receiving a space heater also received a space heater safety brochure.



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

Interact with MLGW via: Twitter, Facebook, Blogspot and YouTube



Just visit [mlgw.com](http://mlgw.com) and click on the logos.



Customer Reference Number: 02/13



## Community Calendar

**Feb. 23-24 and Mar. 2-3:** The annual Junior Achievement of Memphis' Mid-South Bowlin' on the River Bowl-A-Thon takes place at bowling centers all over the Shelby County area. Teams of five bowlers join together to have competitive fun while raising funds for JA's In-School programs and JA BizTown. For info: Katie Ball at 366-7800 or [kball@jamemphis.org](mailto:kball@jamemphis.org).

**Mar. 9:** Kite Flying contest at T. O. Fuller State Park, 1500 W. Mitchell Rd. Prizes will be awarded. Age groups: 5-12 years of age and 13 years and older. Registration starts at 1 p.m.; contest begins at 2 p.m. in the Day-Use area. For info: Park Office at 543-7581.

**March:** Literacy Mid-South's Read Across America Month. Read Literacy Mid-South's Book of Choice for 2013, *Wonder* by R.J. Palacio, and participate in reading groups, special events, book donations and more throughout the month of March. For info: [www.literacymidsouth.org](http://www.literacymidsouth.org) or contact Jeff Rhodin at 201-6036 or [jrhodin@literacymidsouth.org](mailto:jrhodin@literacymidsouth.org).



Customer Reference Number: 02/13



## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### V. Lynn Evans to Serve on TVA Board

The U.S. Senate has confirmed former MLGW Commissioner V. Lynn Evans as a member of the Tennessee Valley Authority (TVA) Board of Directors. Evans, a Memphis accountant, was nominated by President Barack Obama and was sworn in on January 16 by Federal Judge John Fowlkes. During her eight years of service at MLGW, Evans served in leadership roles as both Chair and Vice Chair of the MLGW Board of Commissioners.

Evans is the owner of a certified public accounting and consulting firm providing professional services with an emphasis on small businesses, nonprofit organizations, local governmental units and the legal community.



## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### V. Lynn Evans to Serve on TVA Board

The U.S. Senate has confirmed former MLGW Commissioner V. Lynn Evans as a member of the Tennessee Valley Authority (TVA) Board of Directors. Evans, a Memphis accountant, was nominated by President Barack Obama and was sworn in on January 16 by Federal Judge John Fowlkes. During her eight years of service at MLGW, Evans served in leadership roles as both Chair and Vice Chair of the MLGW Board of Commissioners.

Evans is the owner of a certified public accounting and consulting firm providing professional services with an emphasis on small businesses, nonprofit organizations, local governmental units and the legal community.



## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### V. Lynn Evans to Serve on TVA Board

The U.S. Senate has confirmed former MLGW Commissioner V. Lynn Evans as a member of the Tennessee Valley Authority (TVA) Board of Directors. Evans, a Memphis accountant, was nominated by President Barack Obama and was sworn in on January 16 by Federal Judge John Fowlkes. During her eight years of service at MLGW, Evans served in leadership roles as both Chair and Vice Chair of the MLGW Board of Commissioners.

Evans is the owner of a certified public accounting and consulting firm providing professional services with an emphasis on small businesses, nonprofit organizations, local governmental units and the legal community.



---

## Natural Gas Pipeline Safety

MLGW maintains a very safe natural gas delivery system with more than 4,831 miles of gas distribution and 181 miles of gas transmission pipelines throughout Shelby County. But pipeline leaks can occur as a result of natural disasters like earthquakes or unsafe digging practices. Always remember to call 811 (Tennessee One Call) to get your underground utilities located and marked before any digging project. Gas pipeline markers are yellow.

### How to recognize a pipeline leak

- Hissing or roaring sound caused by escaping gas
- Dead or discolored vegetation in an otherwise green area along a pipeline route
- Blowing dirt, grass or leaves near a pipeline
- Flames coming from the ground or valves along a pipeline
- Steady bubbling in a wet, flooded area; marshland or stream



### How to report a pipeline leak

- From a safe location, report the leak to MLGW's 24-hour emergency line at 528-4465.
- Call 911 or local public safety officials; describe the situation and location.

Test your gas safety knowledge. Take our survey online at [mlgw.com/gasquiz](http://mlgw.com/gasquiz).

---

## Natural Gas Pipeline Safety

MLGW maintains a very safe natural gas delivery system with more than 4,831 miles of gas distribution and 181 miles of gas transmission pipelines throughout Shelby County. But pipeline leaks can occur as a result of natural disasters like earthquakes or unsafe digging practices. Always remember to call 811 (Tennessee One Call) to get your underground utilities located and marked before any digging project. Gas pipeline markers are yellow.

### How to recognize a pipeline leak

- Hissing or roaring sound caused by escaping gas
- Dead or discolored vegetation in an otherwise green area along a pipeline route
- Blowing dirt, grass or leaves near a pipeline
- Flames coming from the ground or valves along a pipeline
- Steady bubbling in a wet, flooded area; marshland or stream



### How to report a pipeline leak

- From a safe location, report the leak to MLGW's 24-hour emergency line at 528-4465.
- Call 911 or local public safety officials; describe the situation and location.

Test your gas safety knowledge. Take our survey online at [mlgw.com/gasquiz](http://mlgw.com/gasquiz).

---

## Natural Gas Pipeline Safety

MLGW maintains a very safe natural gas delivery system with more than 4,831 miles of gas distribution and 181 miles of gas transmission pipelines throughout Shelby County. But pipeline leaks can occur as a result of natural disasters like earthquakes or unsafe digging practices. Always remember to call 811 (Tennessee One Call) to get your underground utilities located and marked before any digging project. Gas pipeline markers are yellow.

### How to recognize a pipeline leak

- Hissing or roaring sound caused by escaping gas
- Dead or discolored vegetation in an otherwise green area along a pipeline route
- Blowing dirt, grass or leaves near a pipeline
- Flames coming from the ground or valves along a pipeline
- Steady bubbling in a wet, flooded area; marshland or stream



### How to report a pipeline leak

- From a safe location, report the leak to MLGW's 24-hour emergency line at 528-4465.
- Call 911 or local public safety officials; describe the situation and location.

Test your gas safety knowledge. Take our survey online at [mlgw.com/gasquiz](http://mlgw.com/gasquiz).

---

## Winter Energy Tips

Follow these tips to keep your hard-earned energy dollars from escaping 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 delivery and return vents open in rooms you use and closed in those you don't.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



---

## Mobile Alerts

Receive an MLGW "Keeping YOU Connected" cell phone holder by going to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) and signing up for MLGW's Mobile Alerts program. You will receive text messages notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. A valid mailing address is required to send the cell phone holder.



---

## Winter Energy Tips

Follow these tips to keep your hard-earned energy dollars from escaping 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 delivery and return vents open in rooms you use and closed in those you don't.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



---

## Mobile Alerts

Receive an MLGW "Keeping YOU Connected" cell phone holder by going to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) and signing up for MLGW's Mobile Alerts program. You will receive text messages notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. A valid mailing address is required to send the cell phone holder.



---

## Winter Energy Tips

Follow these tips to keep your hard-earned energy dollars from escaping 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 delivery and return vents open in rooms you use and closed in those you don't.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



---

## Mobile Alerts

Receive an MLGW "Keeping YOU Connected" cell phone holder by going to [www.mlgw.com/mobilealerts](http://www.mlgw.com/mobilealerts) and signing up for MLGW's Mobile Alerts program. You will receive text messages notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and access code found on your MLGW bill in order to sign up. A valid mailing address is required to send the cell phone holder.



---

## Don't Let your Pipes Freeze!



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 crawl space 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.

---

## Don't Let your Pipes Freeze!



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 crawl space 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.

---

## Don't Let your Pipes Freeze!



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 crawl space 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.