



Rick Masson Named Board Chair

Rick Masson, a member of the MLGW Board of Commissioners since June 2004, is the new MLGW Board Chairman for the next two-year term, replacing former Board Chair Steven Wishnia. Rick Masson spent more than 20 years working for the City of Memphis. During his tenure with the City, Masson held several positions in the area of finance, including Director of Finance, Deputy Director of Finance and Budget Manager.

Masson served as Chief Administrative Officer of the City of Memphis from 1996 to 2003. Since leaving the city, Masson has served as the Executive Director of the Plough Foundation and as the Executive Director of the Shelby Farms Park Conservancy.

Text Alerts Help You Remember

Would you like a nudge in the form of a text message letting you know when your next utility bill is due? If you do, MLGW's Text Alerts program is perfect for you. We will send you a text message notifying you of billing due dates or impending cutoffs. All you will need is your 16-digit MLGW account number and the access code found on your MLGW bill in order to sign up. Sign up now and receive a free pair of earbuds. Go to www.mlgw.com/textalerts.



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Power of Warmth Program

MLGW teamed up with the Neighborhood Christian Center to assist qualified

low-income seniors and physically challenged residents of Shelby County through the Power of Warmth Program. The program provided 100 space heaters and 100 electric blankets to qualified applicants.

Whitehaven Community Office Closes Temporarily for Remodeling

MLGW's Whitehaven Community Office, located at 1111 East Shelby Drive, is currently being remodeled. Customers can visit MLGW's other Community offices including these locations: Main Office, 245 South Main Street; North Community Office, 2424 Summer Avenue South Office, 2935 Lamar; or Millington Community Office, 5131 Navy Road. MLGW Customer Care is also available at 544-6549. To learn more about MLGW service options, in-person, online or via telephone, visit mlgw.com/residential/payingyourbill.



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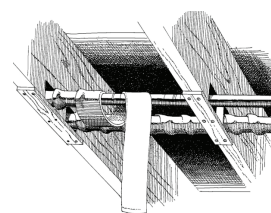
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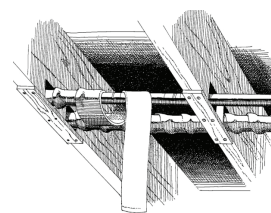
Protect Your Pipes During Freezing Temps!

Freezing temperatures mean you need to

make sure your pipes are not vulnerable to the effects of cold weather. Protect your pipes from freezing temperatures. 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. Don't turn your heat off if you're going out of town, just turn it down several degrees. Don't forget to insulate your above-ground water pipes, too. Pipes in the crawlspace or basement under your house could be susceptible to a deep freeze, therefore, pipe insulation is always important. You should insulate water heater pipes in the attic as well.

MLGW in the Community

Community outreach and volunteer programs are always part of MLGW's schedule. MLGW will be offering daily EnergySmart workshops at the Southern Women's Show at the Agricenter March 7-9. Go to the following link to print a coupon for \$1 off admission: www.mlgw.com/showcoupon.



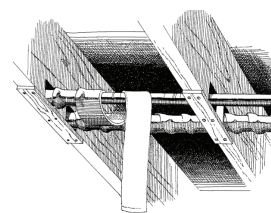
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The app is available for free at the Google store, through Android devices, or via iTunes for iPhone and iPad users. One of the app's most useful features is the ability to check the status of an outage at your address.

Other features include: payment arrangements, important numbers, payment locations, bill due date and amount, as well as energy tips.

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Community Calendar

Feb. 14-17: The Links, Inc., River City (TN) Chapter Presents Hattiloo Theatre's The Black Theatre Museum at The Renaissance Center – LeMoyné-Owen College, 807 Walker Ave. Benefits Mid-South Food Bank. For info.: riverscity@linksinc.org.

Feb. 15 and 22: First Command Educational Foundation Presents Financial Literacy Classes, Poplar White Station Branch Library, 1 - 2 p.m. Provides information on the purpose of a spending plan/budget and how to develop one. For info.: Michael Seebeck, 844-7140.

Feb. 22-23 and Mar. 1-2: 29th Annual "Bowlin' on the River" Bowl-A-Thon benefits Junior Achievement of Memphis and the Mid-South, Inc. Teams of five come together to help raise funds for JA's In-school Programs and JA BizTown. For info.: 901-366-7800 or Priscilla@jamemphis.org.

Mar. 10-14: Memphis Zoo Spring Break Camp, 9 a.m. -2 p.m. Campers will explore the Zoo and participate in fun games, crafts and interactive experiments. For info.: 333-6576.



Customer Reference Number: 02/14



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

January Brought

Record-Setting Low Temps

Much of the country experienced frigid wintry weather and some of the coldest temperatures on record during January. No significant problems were reported related to the cold temperatures and MLGW's system dependably provided electric power, natural gas and drinking water despite the incredibly cold weather.

- The Division's cold weather Emergency Reconnect initiative restored power to 197 customers and their families by providing payment plans.
- MLGW's Cut-off Moratorium program kept power on for customers at a time when it was most needed.
- A joint effort with the Neighborhood Christian Center provided 200 seniors and customers in need with space heaters and electric blankets.

TVA Records

An all-time record for energy consumption for TVA in terms of gigawatt hours used in one day was set during this cold blast, as well as the TVA system experiencing its second-highest winter peak in TVA history.



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