

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, please 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. Then

neatly coil and store hoses in a dry area. Also wrap and protect outside water faucets.



Community Calendar

Nov. 16–Dec. 30: SunTrust Zoo Lights, thousands of lights throughout the Zoo. Open on select nights at 5:30 p.m. \$5/members; \$7/non-members. Contact: memphiszoo.org or 333-6500.

Nov. 16–Dec. 30: Memphis Zoo outdoor ice skating rink. Open daily, 9:30 a.m. to 4:30 p.m. and select nights from 5:30 to 9 p.m. For a complete schedule go to memphiszoo.org or call 333-6500. \$5 includes ice skate rentals. Regular Zoo admission prices also apply.

Nov. 23–Dec. 15 (Fri. & Sat. only) and Dec. 17-29 (daily - closed Christmas Eve & Day): Memphis Botanic Gardens Snowy Nights in My Big Backyard, 6-8:30 p.m. \$5 members/\$7 non-members. Contact: 636-4106.

Dec. 1: Memphis Botanic Gardens Breakfast with Santa. Have your picture taken with Santa; also enjoy crafts and food. Contact: 636-4131.

Dec. 10–14: Season of Wishes at the Shops of Saddle Creek. Help make 100 wishes come true this holiday season! Contact: midsouth.wish.org or 680-9474.



Customer Reference Number: 11/12



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Holiday Bill Break Program

MLGW will defer cutoffs for nonpayment for all residential customers between Dec. 15 and Jan. 14 annually. Customers must have an unpaid balance of \$399 or less. This program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.

Need Gift Ideas for the Holidays? MLGW Has the Perfect Gift

MLGW's Gift of Comfort program enables you to make a payment of any amount toward a specific customer's utility bill as a gift. You only need to know the recipient's address. Complete the Gift of Comfort form at mlgw.com and follow the mailing instructions, obtain a form at one of our community offices or call 544-MLGW(6549). Your gift will show in the form of a credit on the recipient's MLGW bill.



Winter Natural Gas Safety

- When cold weather gets here, home heating and natural gas safety become very important. Natural gas is safe and efficient when used properly. Natural gas flames burn steady and blue.
- Yellow-orange tipped, dancing, "hissing" or shapeless flames are signs of incomplete combustion on your gas stove, furnace or water heater. Call a qualified appliance repairman.
- Never heat your home with a gas stove; that's a fire and carbon monoxide hazard.

If you smell a gas leak:

- Evacuate the building immediately.
- Do not smoke, or use anything that produces an open flame or spark.
- Do not operate electrical or battery-powered equipment, light switches, flashlights or any phones. The slightest spark could cause an explosion.
- Call MLGW's emergency-only line, 528-4465, from a phone away from the building. Stay out until MLGW says it's okay to return.
- If you smell gas outdoors and suspect a pipeline leak, call 528-4465.

Carbon monoxide (CO), a deadly vapor caused by incomplete combustion, is odorless and invisible. CO poisoning causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Have all natural gas appliances inspected and serviced annually by a professional, and make sure they are properly vented.



REMINDER:

MLGW's Winter Moratorium for Senior Customers application deadline is Nov.15. This program is to ensure that qualifying physically challenged and elderly customers (60 years or older) get the warmth they need in the winter. From Dec. to Feb., MLGW will not disconnect service to customers who have enrolled in the program. For eligibility guidelines and enrollment, customers can call 544-MLGW (6549), visit a community office, or go to mlgw.com/wintermoratorium.

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

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



Just visit mlgw.com and click on the logos.

Soles4Souls

MLGW is collecting shoes at our five community offices, which will be donated to Soles4Souls, an organization that provides footwear for those in need and keeps shoes with life still left in them out of landfills. Each pair donated needs to be rubber banded sole to sole.

Soles4Souls is headquartered in Old Hickory, Tennessee, outside Nashville and was started in 2005 in response to the Asian tsunami and Hurricane Katrina. More information about Soles4Souls can be found at www.soles4souls.org

SHOES CAN BE DROPPED OFF AT THE FOLLOWING LOCATIONS THROUGH NOV. 23:

Main Community Office

245 South Main

North Community Office

2424 Summer Avenue

South Community Office

2935 Lamar Avenue

Whitehaven Community Office

1111 East Shelby Drive

Office hours: 8:30 a.m. to 5 p.m., Mon. - Thur., until 6 p.m. Fri.

Millington Community Office

5131 Navy Road

Office hours: 8 a.m. to 4:30 p.m., Mon. - Fri.

