

Get Started on Winter Weatherization

There are plenty of things you can do in the winter to try to save a little on your heating and utility bill. But the best savings come from efforts you make before cold weather gets here. Pre-season weatherization is more extensive, but yields greater results. Here are some early weatherization ideas:

- Put more insulation in your attic (R38-rated and above) or under floors (R13+).
- Save big by installing storm windows and storm doors.
- Install a new energy-efficient furnace or water heater with Energy Star® endorsement.
- Have vinyl siding installed on your home's exterior with insulation between the new and old siding.
- Find and caulk cracks around outside doors and windows. Weatherstrip around doors.

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.

Community Calendar

Oct. – Nov.: Music at Lindenwood Christian Church, 2400 Union Ave. Oct. 14 - "John Bayless Returns!"; Nov. 18 - Mark Diamond. Contact: chris.nemec@Lindenwood.net or 901-458-1652.

Oct. 20: Fall Archaeology Day at Chucalissa, 1987 Indian Village Dr., 11 a.m. - 5 p.m. Free admission.

Oct. 21: Step Up for Down Syndrome, Memphis Botanic Garden, 750 Cherry Rd., noon - 4 p.m. \$10 registration fee. Benefits Down Syndrome Association. Contact: admin@dsamemphis.org or 901-547-7588.

Nov. 1-13: American Red Cross, 6th Annual "Holiday Mail for Heroes" card making event for Military troops around the world. Contact: david.compton2@redcross.org or 901-483-6860.

Nov. 9-11: St. George's 41st Annual Antiques Arcade Show & Sale benefiting Samaritan Counseling Centers, 2425 S. Germantown Rd, Thurs. and Fri., 10 a.m. - 6 p.m., Sun., noon to 5 p.m. Three-day admission \$10. Contact: www.antiquesarcade.org or 901-754-7282.



Customer Reference Number: 10/12



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Voice of the Customer We want your opinion!



MLGW has launched *Voice of the Customer*, a new real-time, phone survey system to capture customer feedback immediately following the interaction between our customers with our Service Advisors. Customers selected randomly will be offered the opportunity to complete a survey, or the customer may also request to complete a survey.

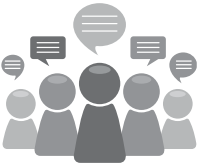
The surveys are designed to measure professionalism, listening skills, knowledge, and the efficiency and effectiveness of our Service Advisors, as well as customer satisfaction and perception. MLGW wants to define exactly what comprises a satisfying experience from the customer's perspective, with a focus primarily on the agent's behavior in shaping the customer experience.

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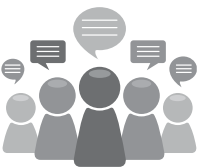
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MLGW's Winter Moratorium for Senior Customers

MLGW offers a moratorium program 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, though enrollees should still keep their accounts current. For eligibility guidelines and enrollment, customers can call 544-MLGW (6549), visit an MLGW community office, or go to mlgw.com/wintermoratorium. Nov. 15 is the application deadline, and customers cannot have an outstanding balance on Nov. 30.

National Lead Poisoning Prevention Week

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Get The Facts

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MLGW will be part of the 2012 VESTA Home Show, which features five new homes in Southeast Germantown in the St. James Place subdivision. Videos recorded of the houses during the construction process will help visitors better understand how the EcoBUILD program impacts the energy-efficiency of the homes versus standard construction processes. For more information, visit mahba.com/vesta/.

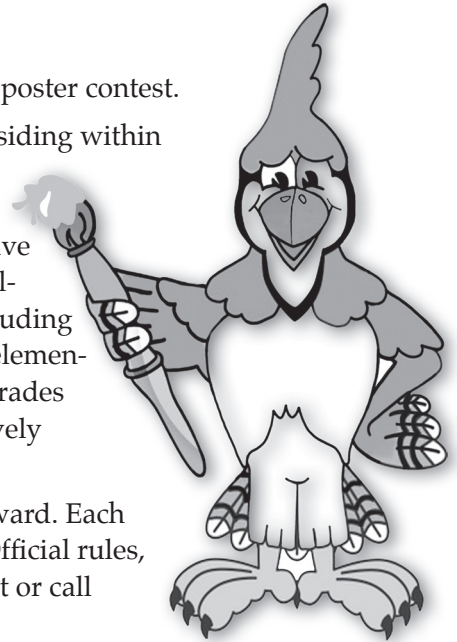
October 6-28, 2012 Hours: Monday – Saturday from 10 a.m. - 7 p.m. and Sunday from 1 p.m. - 7 p.m.

Energy Awareness Poster Contest

MLGW will celebrate Energy Awareness Month by hosting its annual poster contest.

The "Saving Energy" poster contest is designed to give all students residing within MLGW's service area the opportunity to learn about saving energy during the month of October while expressing their artistic side. The students' artwork will help to increase awareness about the need to save energy. Entry deadline is Friday, Nov. 30. The contest is open to all children in grades K-12, attending ANY school within Shelby County including home schools. The poster contest will be judged in three categories – elementary school (grade K-5), middle school (grades 6-8) and high school (grades 9-12). The entrants will be judged on their ability to clearly and creatively communicate the theme "Saving Energy."

Each winner in each category (K-5, 6-8 and 9-12) will receive a \$125 award. Each winner's teacher will receive a \$125 gift certificate to the Art Center. Official rules, guidelines and entry forms are available at www.mlgw.com/artcontest or call 901-528-4820 for more information.



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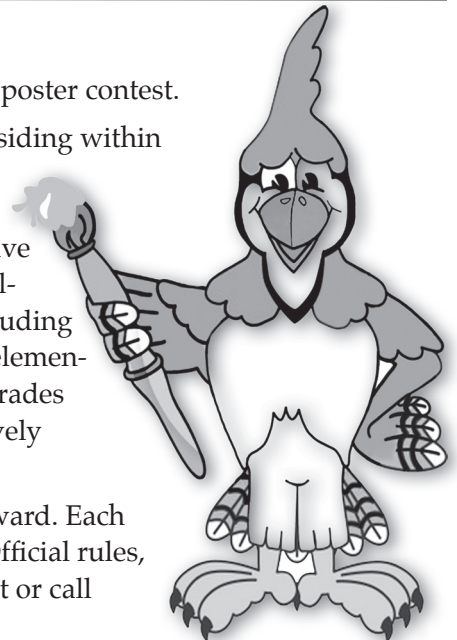
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