

Community Calendar

Sept. 13: Diamonds and Denim, Memphis Botanic Garden's 60th Anniversary Celebration. 7:30 p.m., tickets: \$60, available online at memphisbotanicgarden.com/diamondsanddenim. For info: 636-4102.

Sept. 21: Epiphany Court Tournament of Champions, Tunica National Tennis Center, 1 Champions Lane. Mixed doubles and singles. \$50/team and \$25/individual. For info: 946-6464.

Sept. 21: National Alliance on Mental Illness (NAMI) Memphis 5k, reg. at 7 a.m.; race at 9 a.m.; One Mile Fun Run at 10 a.m. For info: 725-0305 or racesonline.com.

Sept. 28: 1st Annual National Public Lands Day Hike and Trash Removal Service Project, T.O. Fuller State Park, 9 a.m., Park's Visitor Center. For info: 543-7581

Sept. 28: The 19th Annual Big Scoop Ice Cream Festival benefiting Ronald McDonald House of Memphis, AutoZone Park, from 11 a.m. to 4 p.m. Tickets - \$7 online, \$10 at the gate. For info: heather@rmhc-memphis.org or 312-7466.

October: Fridays and Saturdays & Halloween Night: Spooky Nights at Shelby Farms Park. Haunted trail (\$10/person); guided nocturnal nature hikes (\$10/person; free for members), crafts, play zombie laser tag and hay ride with the headless horseman. For info: shelbyfarmspark.org or 767-PARK. Benefits Shelby Farms Park.

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Oct. 3: Feed the Soul, a MIFA event, at The Warehouse, 36 East G.E. Patterson, 6 - 10 p.m. For info: mifa.org or 529-4525.

Oct. 12: Le Bonheur Children's Hospital's 9th Annual Pumpkin Run 5K and Family Walk, 9 a.m. Race location: 1000 Ridgeway Loop in East Memphis. More info: pumpkinrun.org or 287-6308.

Sept. - Oct. 15: American Red Cross, 7th Annual "Holiday Mail for Heroes" card making event. For info: 483-6860 or david.compton2@redcross.org.

Oct. 20: Mid-South STEP UP for Down Syndrome One-Mile fun walk, noon - 4 p.m., Memphis Botanic Gardens. For info: 547-7588 or e-mail: events@dsamemphis.org.

ATTENTION: As of July 1, 2013, vehicles registered in the City of Memphis no longer require a vehicle inspection. All City of Memphis Vehicle Inspection Stations are closed.

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

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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

SMART METERS AND MEMPHIS LIGHT, GAS AND WATER

General information about smart meters

What is a smart meter?

A smart meter is a modern version of the analog meter most MLGW residential customers currently use. Smart meters measure how much electricity has been used in a certain time period, then sends that information to MLGW nightly. Instead of a meter reader walking on to your property to look at the numbers on a dial, the information is automatically sent to MLGW wirelessly over a secure network.



(continued inside)

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(continued inside)

Why is MLGW converting to smart meters?

Meter manufacturers no longer produce analog meters, the traditional equipment with a spinning disk and dials that has been used for decades in the industry. Instead, manufacturers now produce digital meters. While every smart meter is a digital meter, only some digital meters have the built-in communication features to be smart meters. The customer savings, operational efficiencies and reduction in fees that are a result of the smart meter's communications features make them more advantageous than the simple digital meters.

For customers, smart meters will mean:

- Increased premise privacy — you won't have to unlock gates or secure dogs for a meter reader visit
- Accurate billing — no more estimated readings due to weather and meter access issues
- Reduced fees — more than 50 percent savings depending on the type of service
- Faster connection or reconnection — remote processing means you won't have to wait for a truck to be dispatched
- Greater control in energy consumption — using usage data to make informed decisions
- Faster outage detection and quicker restoration times when outages occur
- Prepay option available — have the choice to "pay as you go"

Smart Grid Demonstration

To ensure the safety, accuracy and reliability of smart meter technology, MLGW engaged in a three-year, 1,000 smart meter demonstration project which concluded in December 2012. The project featured a combination of equipment, communications and processes to enhance internal operations, improve customer service and empower customers. Volunteers were able to monitor utility usage and provide invaluable feedback on their experiences. Here's an overview of the results:

- Smart meters work, with MLGW receiving 100 percent of nightly billing reads by 7 a.m.
- Smart meters deliver high customer satisfaction, with 95 percent saying they would recommend the smart meter experience to a friend.
- Smart meters increase customer awareness, with 95 percent saying they are more aware of when their home uses electricity. (Seventy percent say others in the household are also more aware.)
- Smart meters increase energy conservation, with 77 percent saying they made at least one change as a result of participation.



How will smart meters improve

MLGW operations?

Smart meters will improve operational efficiency by:

- Optimizing our system — minimizing transmission and distribution losses (the fractional amount of energy lost when electricity is distributed accounts for a 3.5 percent loss annually); smart meters can help reduce those losses
- Reducing transportation and labor costs
- Eliminating utility diversion (theft) and the associated revenue losses that impact utility rates
- Improving customer service — on-demand meter reading can help resolve customer complaints with ready access to accurate, detailed information.

Next phase

The next phase of MLGW's initiative includes the installation of 60,000 residential electric, gas and water smart meters. MLGW is focusing on specific geographic areas throughout Shelby County to minimize project costs and maximize benefits. Selection is based on existing telecommunications infrastructure, MLGW meter reading routes and other factors. Participating households were notified in early June.

Smart meter resources and information:

www.mlgw.com/smartgrid
www.smartgridcc.org
www.intelligentutility.com
www.smartgrid.epri.com
www.edf.org/smartmeterresponse

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