

Fireplace safety

- Keep your fireplace clean. It is recommended that you have your chimney cleaned professionally once a year.
- Cover your fireplace with a screen.
- Papers and other materials can escape while burning and ignite. Only burn wood in your fireplace.
- Make sure the fire is completely extinguished before leaving the room.



Cold weather-related moratorium

MLGW will not disconnect any residential accounts for nonpayment whenever the wind chill is predicted to be at or below 32 degrees Fahrenheit during a 24-hour period.

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

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



Community Calendar

January 20 & February 17: "Empower – Retirement Strategies for Women," Benjamin L. Hooks Central Library, 3030 Poplar Ave. Workbooks provided. 6:15 – 7:15 p.m. Info/RSVP: Michael.Seebeck@valic.com or 825-8958.

January 31: Places of Wishes and Dreams. Oak Court Mall in conjunction with the National Kidney Foundation Chocolate Fantasy., 11 a.m. – 5 p.m. Info: 683-6185.

February 1, 8, 15 & 22 only: Privet Pull at Lichterman Nature Center. Sundays, 9 a.m. – noon. Help rid the Nature Center of invasive exotic plants. Info: memphismuseums.org or 767-7322.

February 3: "Anticipate - Social Security and Your Retirement," Benjamin L. Hooks Central Library, 3030 Poplar Ave. Workbooks provided. 6:15 – 7:15 p.m. Info/RSVP: Michael.Seebeck@valic.com or 825-8958.

Feb. 21-22 and Feb. 28-Mar. 1: 30th Annual "Bowlin' on the River" Bowl-A-Thon benefits Junior Achievement of Memphis and the Mid-South, Inc. Info: priscilla@jamemphis.org or 507-2068.



Customer Reference Number: 1/15



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75th Customer Connection

Produced monthly by Memphis Light, Gas and Water Division

MLGW 1939-2014

Celebrating Brilliant Service for 75 Years

Memphis City Council approves MLGW 2015 budget

The Memphis City Council recently approved MLGW's 2015 budget of \$1.7 billion.

MLGW's 2015 budget includes implementing the third phase of the Smart Meter expansion project with the installation of 50,000 smart meters and supporting infrastructure.

Plus-1 donations on MLGW bill for tax purposes

If you have donated to Plus-1 during the past year, your January or February MLGW bill will list the total of your 2014 contributions for tax purposes. MIFA, which administers the Plus-1 program, is a non-profit corporation under §501(c)(3) of the Internal Revenue Code and contributions are tax deductible to the extent the law allows. For more information, visit plus1memphis.org.



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Esri conference spotlights Memphis innovation

MLGW served as this year's host for the 2014 Esri Electric and Gas GIS Conference, held recently at the Cook Convention Center. The conference in Memphis had a record-breaking 628 people in attendance, more than any other conference in the event's 24-year history. Attendees came from as far away as Australia and South Africa, resulting in an estimated \$500,000 positive economic impact on the City.

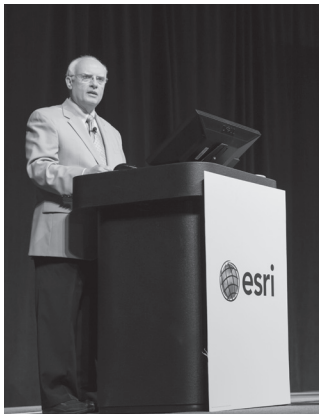


MLGW President and CEO Jerry Collins Jr. was a speaker at the 24th annual Esri Electric and Gas User Conference, held at the Cook Convention Center.

The conference gave utility leaders from all over the world a closer look at trends and advancements with geographic information system (GIS) technology. This year's conference featured presentations which covered topics such as asset management, planning and analysis, field mobility and operational awareness, regulatory compliance and crew safety.

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MLGW Holiday Bill Break began December 15

To aid customers during the coldest period of the year, MLGW's Holiday Bill Break ensures that no residential customers are cut off from December 15 to January 14 if they have an unpaid balance of \$399.99 or less (except in cases of diversion, safety hazards or default on special payment plans).

Another assistance program for the winter is MLGW's Winter Moratorium for Seniors, which provides customers ages 60 and over, and customers with disabilities, uninterrupted utility service during the coldest months of the year (December 1–March 1). However, customers are not relieved of their obligation to pay. For more information, go to mlgw.com or call 544-6549.



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A tour with a "WOW" factor

MLGW Board Commissioners toured the Ground Water Institute's Water on Wheels (WOW) recently. During the visit, Board Chairman Rick Masson pulls a lever that demonstrates the water cycle on the 24-foot mobile trailer while it was parked at Second and Main Street. WOW features interactive displays which help educate the community about the source of our drinking water, and the importance of preserving and protecting it.



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