

Memphis in May goes green

Memphis in May officials agreed to sponsor 82,500 kWh of renewable energy from MLGW through TVA's Green Power Switch program. The green energy, generated through the conversion of methane gas and solar and wind power, is equivalent to what the organization buys to power events in Tom Lee Park during May. Memphis in May also uses back-up generators during the events to control their peak electric load and resulting electric demand charges.

According to TVA, Memphis in May is the first festival in the Tennessee Valley to offset 100 percent of its power use by sponsoring renewable generation. Memphis in May's commitment will have a significant environmental impact equivalent to recycling 4.2 million aluminum cans, or planting 275 acres of trees.

Residential customers interested in supporting this alternative form of energy can call 528-4549 or visit the Green Power Switch link on the Residential Customer page at www.mlgw.com.

Visit MLGW's Web site: www.mlgw.com

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June 19-20: 3rd Annual Women Business Owners Opportunities Conference, Southwest Tennessee Community College-Macon Campus. The \$50 registration fee includes entry to activities on both days including presentations from experts in marketing, finance and personal development, a business boot camp, and opportunities to meet with procurement decision makers. For more information, call 901-333-4592.

June-July: Summer reading programs. Presented by the Institute for Reading Development in partnership with the University of Tennessee. Classes for K-12 and adults are available to enhance reading skills. Call 1-800-964-9090 ext. 2817 for tuition costs and class locations.

June 7, 14, 21 and 28: Memphis Farmers Market. Fun activities for all ages, entertainment and fresh produce, 7 a.m. to 1 p.m. at the Central Station Pavilion, G.E. Patterson and Front Street.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW provides customers with desired bill enhancements

Beginning with the May 29 billing cycle, MLGW bills will have a different look. After numerous customer requests to add or highlight key bill information, MLGW is adding a new "Consumption Summary," comparing the consumption of electricity, gas and water for the current month to that of the previous month, as well as the same month a year prior. A monthly energy tip will now be featured under "MLGW Tip for the month," located above the "Consumption Summary," and a note has been added to the blue section stating the time of day the payment must be received. In addition, the date and time of the meter reading has been moved to the top of the bill, the "Next Reading Date" line will appear in boldfaced letters and the assembly process has been modified to omit return envelopes from the bills of AutoPay customers.

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MLGW scores a slam dunk for Plus-1

Raises \$1,413 during National Drinking Water Week

In an effort to help local utility customers facing financial hardships, MLGW found a clever way to raise Plus-1 donations during National Drinking Water Week (May 4 through 10). As part of this annual celebration



promoted by the American Water Works Association, MLGW hosted a dunk tank appearing at several MLGW facilities and manned by an impressive lineup of MLGW executives. For \$1 a throw, MLGW employees earned the thrill of dropping the scheduled executive into a tank full of Memphis water. By week's end, MLGW employees raised \$1,413 for the Plus-1 utility assistance program.

President and CEO Jerry Collins, who graciously took a soaking during his appearance in the dunk tank, kicked off the event with these remarks, "All Memphians know that our water is some of the best tasting in the world. We set

aside this week to celebrate this resource while at the same time recognizing that there are some in our community who need assistance to pay their utility bills."

Customers wishing to contribute to Plus-1 can call 544-MLGW (6549) or complete the form on our Web site at www.mlgw.com. You are welcome to make a one-time donation or specify an amount to be deducted from your monthly utility bill. MLGW sends all donations to MIFA who, in turn, provides one-time assistance for eligible residents who are unable to make their utility payment due to unforeseen circumstances.

Free TVA Energy Kit offer extended

MLGW customers now have until Sept. 30 to register for the free energy efficiency kit that the Tennessee Valley Authority (TVA) began offering in January. TVA will mail the kits to customers completing the "Home Profile" and "My Appliances" questions through their "My Account" access at www.mlgw.com.

The kit includes two compact fluorescent bulbs, outlet and light switch gaskets, filter whistle, two faucet aerators, hot water temperature gauge, home thermometer and "How to Save" brochure. Allow eight to 10 weeks for delivery.

In case of a gas leak...

MLGW operates more than 4,763 miles of gas mains in Shelby County. Although these structures are extremely strong, durable and safe, the potential exists for gas to pass into the atmosphere as a result of pipeline ruptures due to excavation activities or earthquakes. Such gas leaks can lead to life-threatening conditions including carbon monoxide poisoning or an explosion if proper precautions aren't taken.

While it's highly unlikely that you will encounter a pipeline leak, you should know how to recognize and respond to one as follows:

- Presence of a rotten-egg-like odor of natural gas could indicate a pipeline leak.
- Warning signs near a gas line, include bubbling water, blowing dirt, dead plants, or listen for a hissing sound.
- Don't look for a leak or try to stop it. And don't use anything electrical near it – not even a cell phone.
- Leave the area completely and then call MLGW's emergency line at 528-4465.

Finally, remember that you are breaking the law if you do any digging, even with a post-hole digger, without first calling Tennessee One Call at 811. For more information, please visit us online at www.mlgw.com.

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