

## Winter energy tips

Follow these tips to keep your hard-earned energy dollars from escaping your home:

- Set your heating thermostat no higher than 68 degrees. Each degree above 68 adds as much as four percent to your bill.
- Dress in layers to retain body heat.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



## 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](http://mlgw.com/customerconnection).

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



## Community Calendar

**December 8:** 12th Season of Wishes at the Shops of Saddle Creek. Help make wishes come true this holiday season for children with life-threatening medical conditions! Info: [midsouth.wish.org](http://midsouth.wish.org) or call 680-9474.

**December 13:** The Annual Collierville Contemporary Club Christmas Home Tour. Five beautifully decorated homes. 10 a.m. – 4 p.m. A gift gazebo, entertainment and free refreshments at the Morton Museum of History. Free shuttle service. Info: Trena Street at 487-5916 or [ccc1936.org](http://ccc1936.org).

**Until Dec. 13:** Memphis Botanic Gardens Snowy Nights in My Big Backyard (Fridays and Saturdays, 5:30-8:30 p.m.). Daily Dec. 15-30 (closed Dec. 24 & 25). MBG members \$7; non-members \$10. Info: 636-4116.

**Jan. 29:** 35th Annual Banquet and Silent Auction, The Association for Women Attorneys (AWA), University of Memphis Holiday Inn, 3700 Central Ave. Banquet Info/Tickets: Keating Lowery at [keatingl@lawrencerussell.com](mailto:keatingl@lawrencerussell.com) or call 844-4438.



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## 75th Customer Connection

Produced monthly by Memphis Light, Gas and Water Division  
Celebrating Brilliant Service for 75 Years

### Carlee McCullough joins MLGW Board of Commissioners

Carlee M. McCullough, Esq., recently attended her first meeting as the newest member of the MLGW Board of Commissioners. McCullough was appointed by Mayor A C Wharton Jr., and approved by the Memphis City Council in September.

The native Memphian currently serves as General Counsel of McCullough Law and was previously the Contract Compliance Officer for the City of Memphis. McCullough writes a weekly business column for The New Tri-State Defender. A former certified public accountant, she is a graduate of Howard University School of Business and Loyola Law School, where she received her law degree.



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## MLGW meter reader rescues woman trapped in car

Meter reader Patrick Jones holds the MLGW Hero Award he received for the courage he showed in saving Patricia Nelms. "I really want to thank Patrick because he was kind enough to help me out that day," Nelms said emotionally while standing beside him.



Patrick Jones, a new recruit with only a few months tenure with MLGW, was honored recently with the MLGW Hero Award for his courage. On September 11, after torrential rains hit Memphis, entire neighborhoods were evacuated due to the unrelenting downpour. Patricia Nelms, a retired school teacher, was traveling in her car when rising flood waters stalled her vehicle. She called witnesses for help and some onlookers grabbed their cell phones to call police. But only meter reader Jones waded into the cold and fast-moving water to her rescue. "I really didn't have much time to think. You just sort of react," Jones said humbly of his heroic act. After carrying Nelms to safety, Jones returned to his route. "I finished my job and really didn't give much thought about what happened."

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## Space heater safety

Space heaters keep you warm during the winter while saving you money on heating costs. But you must use them safely and effectively. To do so, follow these safety guidelines:

- Follow the manufacturer's warnings and directions.
- Keep heaters away from furniture, curtains, bedding and other combustible items.
- Never leave heaters unattended, and keep them out of reach of children and pets.
- Do not use space heaters overnight while sleeping.
- Place the space heater on the floor for maximum efficiency and stability.
- Make sure your space heater has no frayed wires.
- Run the heater's electric cord behind furniture to prevent tripping.
- Avoid using a space heater in a bathroom or wet area.
- Plug the heater into a circuit that has no other appliance or device in operation.



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## 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.

**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. Neatly coil and store hoses in a dry area. Also wrap and protect outside water 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, check with an irrigation or lawn-care professional.



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