
Know How to Respond to a Natural Gas Leak

Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. Since natural gas is colorless and often odorless (unless the odorant mercaptan has been added), indoor leaks are not always easy to detect. Outdoor gas pipeline leaks sometimes offer more hints such as water bubbling near the site, dirt being blown into the air or dead or dying vegetation near the pipeline.

If you suspect a natural gas leak, the proper response could save your life. Follow these tips to avoid a disaster:

- Don't perform activities that could cause a spark including smoking, using matches or candles, or electricity.
- Don't use the telephone inside your house. Go outside to use your cell phone, or use a neighbor's phone and call MLGW at 528-4465 to report the gas leak.
- Open the windows, evacuate the building and shut off your gas meter.
- For an outdoor pipeline leak, you should also avoid activities that create a spark, and go to a location away from the leak site to call MLGW and report the leak.

For more information about natural gas safety, visit www.epa.gov/iaq or www.phmsa.dot.gov.



Agricenter International Events:

Jan. 3: Bridal Rhapsody Show, 11:30 a.m. - 5:30 p.m.
Call 730-9000 for more information.

Jan. 15-17: Southern Home, Garden & Gourmet Expo.
Visit www.midsouthmediagroup.com or call 662-890-3359 for more information.

Thru **January 3:** IMAX Theater at the Memphis Pink Palace Museum, The Alps: Experience the exhilarating adrenaline rush of The Alps on the giant IMAX screen.

Jan. 30: The Annual Chocolate Fantasy benefiting the National Kidney Foundation of West Tennessee will be held at Oak Court Mall, 11 a.m. to 5 p.m. Tickets: \$16 in advance or \$18 at the event. For more information, call 683-6185.

Mid-South Transplant Foundation

Register today to be an organ and tissue donor and save lives. For more information, go to www.TnDonorRegistry.org or call 328-4438.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Make Your Holidays Warm and Bright by following These Simple Winter Energy Tips:



- Set your heating thermostat no higher than 68°. Each degree above 68° adds as much as four percent to your bill.
- Dress in layers to retain your body heat.
- Adjust your water heater temperature to 120°. It still provides hot water and avoids scalding. You can lower it when not in use, too.
- Buy a programmable thermostat and set to lower temperatures when needed.
- Caulk cracks around windows and doors.

*Thank you for allowing us to serve you.
May you have a wonderful holiday season,
Memphis Light, Gas and Water Division*

Budget Billing – Sign up now

Make your MLGW bill boring . . . pay the SAME amount every month. You can have the exact same boring utility costs every month, and know what your bill amount is before you receive your statement. With Budget Billing you get to spread out your annual energy expense over a 12-month period.



How can I join?

- You must have an active account.
- You must have lived at your current address for a minimum of six months.
- Your Budget Billing installment must be paid by the due date each month.
- In the event you are disconnected for non-payment or change addresses, you will be removed from the program and will not be able to participate in Budget Billing for six months.

It's easy to apply for Budget Billing by using one of the following options:

- Call 544-MLGW (6549), Monday through Friday between 7 a.m. and 7 p.m.
 - Visit one of MLGW's business offices.
 - E-mail your information to: BudgetBilling@mlgw.org.
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Spanish Language Energy Smart Workshops Coming Soon

MLGW has begun training sessions at MLGW University for our EnergySmart Memphis Trainers to provide workshops for our Spanish-speaking customers. These workshops teach customers ways to save energy and MLGW is training six Spanish-speaking representatives for this Energy Smart pilot program. For more information, contact Residential Services at 528-4188.

MLGW Launches Mobile Alerts Program



You can now receive text message mobile notification of billing due dates and possible impending cut-offs. You can register for the program at www.mlgw.com/mobilealerts.

All you need is your 16-digit MLGW account number and access code—found on your MLGW bill—in order to sign up. When you sign up for the Mobile Alerts program you will receive a notification approximately three business days prior to your billing due date and/or scheduled cut-off date only if there is a balance due.

To participate in MLGW's Text Messaging Program:

- *You will be responsible for paying any fees charged by your carrier for text messages.*
 - *You can opt out of the program by returning to www.mlgw.com/mobilealerts and selecting the opt-out option.*
 - *MLGW respects our customers' privacy, and will not sell a user's personal information to third parties for any purpose.*
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Address Verification for school registration

Effective immediately, parents/guardians can obtain Address Verification for school registration through Memphis City Schools. Customers no longer have to visit MLGW business offices to obtain this information. To request this information, please call Memphis City Schools, Student Records Department at (901) 416-5430 (Contact: Kenny Booth), between the hours of 7:30 a.m. – 4:45 p.m.

Smart Grid Update

MLGW has received a \$5 million federal grant as part of the American Recovery and Reinvestment Act of 2009 MLGW is receiving about \$5 million in stimulus funds in order to bring automation and reliability improvements to the downtown and medical center areas, significantly reducing most electric problems in those key districts of our service area.

The total cost of the project is a little over \$10 million, with the grant covering half of this total and MLGW providing the other \$5 million, which is in the 2010 MLGW budget. This improvement will allow MLGW to monitor circuits and transformers that serve the downtown and Med Center areas. This will help with preventative maintenance because we will know more about what is happening with our system at any given time.
