



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.



MLGW Holiday Bill Break Begins December 15

No Residential Cutoffs for Unpaid Balances of \$399.99 or Less from Dec. 15-Jan 14.

In the spirit of comfort and joy throughout the holiday season, MLGW's Holiday Bill Break begins on Dec. 15.

The 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).

For more information, go to www.mlgw.com or call 544-6549.

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

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Just visit mlgw.com and click on the logos.



Customer Reference Number: 12/15



December 8 – 11: Help Make-A-Wish Mid-South make life better for kids, families and communities and ensure no deserving child goes without a wish by giving your support. Stop by the Shops of Saddle Creek to make a contribution. As donations are collected, lights are lit on the Make-A-Wish tree to track our progress.

December 12: Collierville Contemporary Club Home Tour will showcase five beautifully decorated homes open from 10 a.m. to 4 p.m. A gift gazebo, entertainment and free refreshments will be available at the Morton Museum of Collierville History. Free shuttle service available. All proceeds benefit Collierville non-profits. Visit the website at ccc1936.org.

Until December 24: WinterArts 2015 - The South's Premiere Holiday Artists' Market presents exceptional and unique hand-crafted works by our region's finest artists. This year's show will be staged at 766 South White Station at Poplar, near the northeast corner. For more information, visit winterartsmemphis.com or Winter Arts on Facebook.

January 10: Attend the Shelby County Schools Optional Schools Fair on January 10, 2016, from 1 to 4 p.m. at the University of Memphis University Center with free parking in the Zach Curlin parking garage. Learn about the Optional Specialized Programs for grades k-12. Info: scsk12.org.

Customer CONNECTION



Produced monthly by Memphis Light, Gas and Water Division

MLGW named APEX Corporation of the Year by MMBC Continuum



l to r: Renise Holiday, Supplier Diversity; Carlee McCullough, Board of Commissioners and Jozelle Booker, Procurement and Contracts, smile with the 2015 APEX Corporation of the Year Award from the MMBC.

The Mid-South Minority Business Council Continuum recently named MLGW the 2015 APEX Corporation of the Year. The announcement was made during the annual Robert R. Church, Sr. Achievement Awards luncheon.

The award recognizes a company that shows leadership in supporting companies and small businesses owned by minorities, women and local residents. In 2015, MLGW's spending among these categories has been over \$22 million — 38 percent of the company's overall spending with outside suppliers.

This is the fifth year MLGW has earned the title, underscoring the company's increased focus on supplier diversity. Procurement and Contracts Manager Jozelle Booker was excited for the recognition of the Division and her co-workers' diligent efforts. "We are proud of our contributions to growing local businesses. It is great to see the Division's results recognized," said Booker.

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Heath Consultants Conduct Gas Leak Surveys for MLGW

In the interest of protecting life and property, MLGW is required by law to routinely survey all gas services for leaks. This survey is over the full length of the gas service from the street to the gas meter. For more than 20 years, MLGW has contracted with Heath Consultants, a national company with offices throughout Tennessee, to perform these surveys of our gas system. Heath employees can be identified by their MLGW safety vests and MLGW identification badges.

In the event Heath employees are unable to get to a customer's gas meter, Heath representatives may call to arrange access to meters. This phone call may originate from Heath's Nashville office and therefore show a 615 area code on caller IDs. Please help ensure the safety of our community by working with Heath Consultants to grant access to gas meters and conduct a complete leak survey of your gas service.



Know what's below.
Call before you dig.

Got Gas? Be Safe!

Now that cold weather is here, home heating and natural gas safety have become very important. Natural gas is safe and efficient when used safely. A correct natural gas flame burns steady and blue.

- Yellow-orange tipped, dancing, "hissing" or shapeless flames are signs of incomplete combustion on your gas stove, furnace or water heater. Call a qualified appliance repairman.*
- Never heat your home with a gas stove; that's a fire and carbon monoxide hazard.*
- If you smell a gas leak:
 - Evacuate the area immediately.
 - Do not smoke, or use anything that produces an open flame or spark.
 - Do not operate electrical or battery-powered equipment, light switches, flashlights or any phones. The slightest spark could cause an explosion.*

Call MLGW's emergency-only line, 528-4465, from a phone away from the building or leak area. Stay away until MLGW says it's okay to return. If you smell gas outdoors and suspect a pipeline leak, call 528-4465.

Carbon monoxide (CO), a deadly vapor caused by incomplete combustion, is odorless and invisible. CO poisoning causes nausea, headaches, dizziness and fatigue. If you suspect exposure, seek medical help immediately. Be sure to have all natural gas appliances inspected and serviced annually by a professional, and make sure they are properly vented.

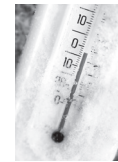


Winterization of your Outdoor Water System

In addition to protecting your indoor water pipes from freezing this winter, don't forget your lawn irrigation system, hoses and outside faucets.

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.

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.



Winter Energy Tips

We all want to stay warm during the cold months but is it possible to save costs as well? Follow these tips to keep your hard-earned energy dollars from escaping your home:

- Set your thermostat at 68 degrees. Each degree above 68 could add as much as four percent to your bill.*
- Wear layered clothing and thick socks to keep warm and retain body heat.*
- Keep central heating air filters clean and add weather stripping and insulation to prevent heat from escaping.*
- Close garage doors, cover foundation vents, and close off vents and doors to seldom-used rooms.*