
My Account Changes May 1

Don't forget, beginning May 1, 2010, MLGW will begin using a new bill payment vendor for online utility bill payments. Credit cards such as Visa, MasterCard and Discover will now be accepted for online payments, and there's no fee. You will need to create a new password for your My Account access, but UserIDs will remain the same.

There is a new phone number for credit card payments, too, so please make a note. To phone in your payment beginning May 1, please call the new number: 1-866-315-0277. The new number will be listed on your utility bill.

TVA Extends Energy Audit

TVA has extended its online home energy audit and free energy-saving kit promotion. The kits and do-it-yourself home energy-use audit will now be available through September 30, 2010. Take the survey by going to www.mlgw.com, register for or log in to My Account and look for the Home Energy Center tab. When you have completed and submitted your home energy survey online, TVA will send you your free energy-saving kit in the mail.

United Way Campaign Results

MLGW employees donated generously to this year's United Way Campaign, raising enough funds to nail down sixth in the list of top corporate givers in the Mid-South. The MLGW campaign's final tally for United Way was more than \$626,170. All funds came from donations by employees; there were no corporate contributions.



May 1 - June 20: St. Jude Dream Home Giveaway. Free tours: Saturdays, 10 a.m. - 5 p.m.; Sundays, 12-5 p.m. \$100 ticket for a chance to win a beautiful house valued at approximately \$540,000 or many other prizes. For information, directions or tickets, visit www.dreamhome.org or call 1-800-224-6681.

May 27: 'Fore the Kids' Le Bonheur Golf Benefit. Memphis National Golf Course, 1 p.m. For information on donations, sponsorships and entry, call 751-4223 or go to www.gomrsc.com.

June 9: Community Conservation Days. Various locations, 10:30 a.m. - 1 p.m. Free Energy Kits and conservation tips. For more information, visit www.mlgw.com.

June 20: 9th annual Hilton Worldwide Exotic Italian Car Show benefiting Habitat for Humanity of Greater Memphis. Hilton Worldwide, 775 Crossover Lane, Spottswood at S. Perkins. Buy tickets online at www.memphishabitat.com or call 761-4771. More info at www.mccars.com.

Redbirds Discount with MLGW Bill

Your MLGW utility bill has an unexpected benefit. It will get you into a Memphis Redbirds home game this season for a dollar cheaper. Just bring your current MLGW bill with you to AutoZone Park and get a dollar off a regular price Redbirds ticket, or two dollars off a club ticket, at the Redbirds ticket window.



Customer Reference Number: May 2010



Customer CONNECTION



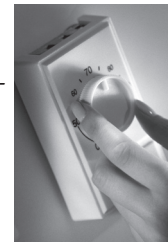
PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Summer Energy Savers

If you thought the planet cooled over the winter, you've got another thing coming. Summer is right around the corner, and Memphis summers are always hot. We have a few tips to help you stay cool and save energy:

- **Control that thermostat!** Set it to 78 degrees in summer. Every degree below 78 increases your cooling costs 6 percent. Use ceiling or box fans to create a breeze, making you feel cooler.
- **Adjust your water heater temperature.** "Warm" or 120-degree settings still provide nice, hot water and save money.
- **Increase your insulation.** A little money on attic insulation saves you a lot – and it's not that difficult to install it yourself before the weather gets really hot.
- **Turn me off!** When you go on vacation, turn down the water heater and turn up the A/C thermostat to save money.
- **Stop leaking energy!** Caulk, weatherstrip and patch wherever you have air leaks around doors, windows and A/C window units, or holes and cracks in exterior walls.
- **And...** Change A/C filters, repair leaking duct work, replace incandescent light bulbs with compact fluorescent light bulbs, install low-flow shower-heads, wash in cold water, run your dryer at cool times of the day, set refrigerators at 38-40 degrees, freezers to 0.

Conserve and save. You can find a wealth of energy conservation information and more money-saving tips at www.mlgw.com.

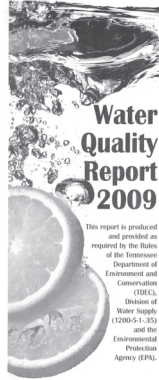


Memphis' Water Sparkles: MLGW's 2009 Water Quality Report

The bouquet was non-existent, and the vintage just last year, but 2009 proved to be a very good year for Memphis water brought to you by Memphis Light, Gas and Water. This refreshing resource, pumped from the ancient rainwater-filled Memphis Sands Aquifer, received an excellent report card for its purity in the 2009 Water Quality Report. MLGW is mailing the report to its residential water customers in May in honor of the American Water Works Association's (AWWA) National Water Week, May 2-8.

All community water systems are required to prepare and distribute an annual water quality report, also referred to as the Consumer Confidence Report (CCR), mandated by a 1996 Congressional amendment to the Safe Drinking Water Act. The Environmental Protection Agency (EPA) and the Tennessee Department of Environment and Conservation prescribe regulations that limit the amount of certain contaminants in water including microbial, inorganic, organic, pesticides and herbicides, and radioactive impurities. Specialists in MLGW's Water Laboratory perform numerous tests throughout the year to monitor such components of Memphis' water. The 2009 test results reveal our water to be well within the designated limits, and meeting or exceeding all water-quality standards set by the EPA. Many say Memphis water is one of the best things about the city.

In addition to the mailed copy, the report is also available for viewing and downloading at www.mlgw.com.



Memphis Light, Gas and Water Division

MLGW Promotes Water Leak Repairs

MLGW field technicians recently visited the homes of about 820 customers who are identified as having higher-than-average water usage. The customers are located in ZIP codes 38104, 38106, 38108, 38111 and 38114. These customers showed at least 39 CCF of water usage on their February utility bills, while the average for MLGW residential water customers is about 10 CCF – which is also higher than the national average. Consider this: 39 CCF is the equivalent of drinking 234,000 16-oz. water bottles!

Simply put, such high water usage, especially in February, could be a combination of numerous plumbing fixture leaks, really long shower habits, incredible volumes of laundry and water-guzzling fixtures that pre-date the 1990s low-flow toilet/faucet/shower regulations. Our goal with this initiative was to help these customers reduce their water usage, which in turn helps them lower their bills.

Water leaks cost you money. So if your water bill seems higher than usual, investigate! You can learn more about water leak repair and water conservation at www.mlgw.com.



Collins to Serve on BBB Board

MLGW President and CEO Jerry Collins Jr. has been elected to serve on the board of the Better Business Bureau of the Mid-South for 2010.

MLGW Updates Its Mission

"To improve the quality of life for all Memphis and Shelby County customers through the efficient and safe delivery of electricity, natural gas and water." This represents the newly worded mission statement for MLGW. MLGW's vision, "To be the Best Utility for Our Customers," stays the same, as do the values of the Division: customers, safety, trust and employees.

The actual mission of MLGW "to improve the quality of life" in our community has not changed since the company's formation in 1939. The new wording seeks to better reflect the dynamic activity of MLGW employees, recognizing that our activities do more than passively provide general services to our community. As MLGW employees, we do our best to make life better for our customers through our work, and the new wording identifies the higher calling which every member of MLGW works toward.

Baby Steps Leap to Big Results with Plus-1

Plus-1

A donation of a dollar or more to Plus-1 added to your monthly utility bill can have a powerful impact in the community when added to the collec-

tive pool of others' donations. Take that first, simple baby step and donate. You can help someone who really needs assistance. Registration is quick and easy. Read more about the MIFA-administered program and sign up to give at www.plus1memphis.org.