

Get the latest in local utility news.
Watch Memphis Energized.

On WKNO:

10/16 at 7:30 p.m.
10/17 at 12:30 a.m.
10/18 at 3 p.m.
10/19 at 9 a.m.

On WKNO-2:

10/17 at 10 a.m.
10/18 at 8:30 p.m.

On WREG TV-3:

10/18 at Noon
10/25 at Noon

On The Library Channel:

Sundays at 1:30 p.m.
Mondays at 6 p.m.
Tuesdays at 1 a.m.
Wednesdays at 8 a.m.
Thursdays at midnight and 7:30 a.m.
Fridays at 8 p.m.
Saturdays at 5 p.m.

On My 50 TV:

Saturdays at 4:30 p.m.



Community Calendar

Oct. 25: "Children's Choice: It's a Voting Thing!" at The Children's Museum of Memphis. From 11 a.m. until 2 p.m., children will learn all about democracy and the election process by participating in this interactive voting experience. Visit www.cmom.com or call 320-3170 for more information.

Nov. 1 and 15: Memphis Animal Services Adoption Event at Petco, 3468 Poplar at Highland, from 11 a.m. until 3 p.m. Adoption fees, \$75 for dogs and \$70 for cats, includes shots, micro chipping and spay/neuter. For more info. call 362-5310 or visit www.memphisanimalshelter.org.

Nov. 1 and 2: The 2nd annual RiverArtsFest. The largest fine arts festival in the Mid-South will be held on South Main between Webster and Huling, from 10 a.m. to 6 p.m. on Nov. 1, and 10 a.m. to 5 p.m. on Nov. 2. Visit www.riverartsfest.org for more information.

Post or find a rental at TNHousingSearch.org

If you're searching for a place to rent, or want to post rental housing for prospective renters visit the Tennessee Housing Development Agency's (THDS) rental housing locator Web site at www.tnhousingsearch.org. Renters can search by neighborhoods, bedroom count or rent levels. Landlords can post pictures, amenities and maps. A toll-free call center (1-877-428-8844) helps landlords and renters in English or Spanish. The best part: these services are free of charge. TNHousingSearch.org is open to rental properties of all price points.



Customer Reference Number: 10/08



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

It takes a team to ease high bills expected this winter

As reported in the July issue of the Customer Connection, costs are rising for virtually all forms of energy. This could spell trouble for many utility customers in the nation who face an annual struggle to pay their winter energy bills. The degree of hardship will depend on how much energy costs escalate, the severity of winter weather and how much energy the customer uses. While no one can control energy market prices and weather conditions, power providers and their customers can each do a lot to control the bottom line on winter bills –but it takes a team effort.



MLGW persistently works to mitigate the effects of rising energy costs on its customers. The utility's numerous efforts include negotiating discounted supplies of electricity and natural gas through long-term prepayment contracts; making strategic purchases of natural gas; and ensuring price protection of these purchases using a combination of futures, options and market pricing.

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(continued from front page)

You can also make a tremendous impact in reducing your energy costs by making the following energy-saving improvements to your home before the cold weather arrives:

- *Install programmable thermostats and set them no higher than 68° when using the heat.*
- *Caulk or add weather stripping around windows and doors to prevent air leaks.*
- *Seal drafty spaces behind light switches and outlet plates with foam gaskets.*
- *Add attic insulation of R-30 or better.*
- *Install an airtight door around your fireplace.*

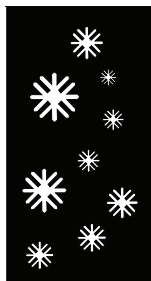
Visit www.mlgw.com to find more energy-saving tips and a broad array of energy-saving resources including the following:

- *Winter One-Stop Page: Features information and tools located in one place to help you prepare for the winter heating season.*
- *Brochures: “Energy Savers” and “Home Improvement” guides (available upon request); “Winter Watch,” “From Fossil To Flame: A User’s Guide To Natural Gas,” “10 Ways To Cut Your Energy Bill,” “How To Read Your Meter” and “Special Assistance Programs.”*
- *Home Energy Efficiency Tools: Home eValuation, Home Check-Up and energy saving calculators.*

• *“My Account” page: Log onto your “My Account” page for these helpful features:*

- *Account summary, Bill Highlights and Bill Analysis tools.*
- *Home Energy Center and appliance calculators-tells you how much energy your home uses and offers customized home improvement suggestions for reducing your energy consumption.*
- *And much more!*

As the winter months approach, MLGW will provide you with Department of Energy forecasts for winter weather and energy costs, as well as more resources and suggestions for conserving energy.



Winter Moratorium deadline approaching

MLGW offers a winter moratorium program to ensure that qualifying disabled and elderly customers (60 years and older) get the warmth they need in the winter. From December through February, MLGW will not disconnect service for customers who have enrolled in the program.

For eligibility guidelines and enrollment, customers must call MLGW’s Credit Operations department at 528-4804. November 15 is the application deadline, and customers cannot have an outstanding balance on November 30.

TVA extends deadline for free energy kit

TVA has extended its free energy kit promotion through the end of next year, Dec. 31, 2009. The promotion is available to all customers who complete one of the following procedures: Answer the “Home Profile” and “My Appliances” questions on the online MLGW My Account page at www.mlgw.com; OR return the printed Home eValuation questionnaire, which can be requested from Residential Services at 528-4188; OR take TVA’s online energy audit at www.energyright.com.

