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cooling this summer. MLGW purchased 200 air conditioners and installed them for seniors and needy families who were identified as needing help to combat the heat by the Community Services Agency (CSA), Meritan, Aging Commission of the Mid-South, and MIFA.

## Schedule your pilot safety inspection today

Pilot Safety Inspection Season is upon us signaling the countdown for you to schedule your annual safety checkup before the winter heating season begins. Call 820-7878 to schedule your appointment with a Customer Care Advisor or by using our 24/7 automated system. Safety inspections are free from Sept. 2-30, and \$27 from Oct. 6 through Dec. 31. Appointment times are available between the hours of 8 a.m. and 8 p.m., Monday through Friday. Saturday appointments are also available.

The \$27 service fee is billed to your account and covers up to three gas heating appliances. A \$14 fee will accrue for each additional gas appliance. Floor and wall furnaces should be cleaned prior to the technician's arrival and proper access must be provided for furnaces located in the attic.

If your utilities are listed in your name and you are at least 60 years of age or disabled, the service will be provided at no charge as long as you present the customer service representative with verification at the time of service. When you schedule your appointment, be sure to write down the date and time you have selected. Appointment cards will not be mailed.



**Oct. 2:** Celebrate MIFA's 40<sup>th</sup> birthday at the "Feed the Soul" fundraiser presented by SunTrust, at 6 p.m. at The Warehouse downtown. Tickets are \$40. Call 529-4540 or visit [www.mifa.org/special\\_events.asp](http://www.mifa.org/special_events.asp) for more info.

**Oct. 2-5:** The 2008 Pink Palace Crafts Fair in Audubon Park. Hours: 10 a.m.-6 p.m. Oct. 2-3; 10 a.m.-7 p.m. Oct. 4; and 10 a.m.-5 p.m. Oct. 5. Tickets: Adults \$7, Seniors \$5, Children \$3, Two-day pass \$12. More information: 320-6408 or [friends@memphisTN.gov](mailto:friends@memphisTN.gov).

**Oct. 25-26:** Southeastern Indian Heritage Festival at Chucalissa, 1987 Indian Village Drive. An outdoor event featuring a stick-ball tournament, social dances, traditional music, artist booths, children's games and Native American food. Visit <http://cas.memphis.edu/chucalissa> or call 785-3160 for more information.

**Feb. 17, 2009:** Date that Digital TV transition occurs rendering some TV sets inoperable without a converter box. Visit [www.wkno.org](http://wkno.org) or call 325-6562 for information on a federal assistance program for converter box purchases.

### MLGW in the Community in October

- 11 – Our Lady of Sorrows Community Fair, 3700 Thomas Street
- 13 – Memphis City Schools Superintendent's Convocation, Convention Center
- 18-19 – MulberryFest 2008, Collierville Historic Town Square
- 23 – Whitehaven Branch Library, 4120 Millbranch
- 26 – Whole Foods Community Fair, Whole Foods at 5022 Poplar
- 28 – Tucker Jefferson Neighborhood meeting, 1782 Madison Avenue



Customer Reference Number: 9/08



## TVA to increase electric rates

The TVA Board has approved a 17 percent increase in the Fuel Cost Adjustment (FCA), a portion of the rates TVA charges to 159 utility distributors in the Tennessee Valley, including MLGW. TVA also passed a three percent base rate increase. Effective Oct. 1, the combined increases will result in an impact of approximately \$18 per month for 1,300 kilowatt-hours (kWh) for TVA customers, which includes electric customers served by MLGW. MLGW is required to pass the rate increase through to customers. MLGW receives no additional revenue from this rate increase.

Prior to the Board's decision, TVA President and CEO Tom Kilgore attributed the need for an increase to the skyrocketing price of fuels commonly used to make electricity due to global supply and demand challenges and the reduced availability of low-cost hydro generation resulting from historic drought conditions.

Representing the only distributor in the TVA system to speak against the measure, MLGW President and CEO Jerry Collins Jr. urged TVA to "delay the proposed base rate increase until alternatives can be properly evaluated and deliberated with the distributor community."

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Collins continued, “Our customers labor under the strain of rising energy costs.”

To combat this monetary impact, MLGW encourages customers to visit [www.mlgw.com](http://www.mlgw.com) for valuable energy-saving ideas and to use MLGW’s online bill analysis tool. Customers can also call 544-MLGW (6549) to request topical brochures and visit MLGW’s blog at [www.mlgw.blogspot.com](http://www.mlgw.blogspot.com) to participate in energy-related discussions.

### Editor’s Correction

The August issue of MLGW’s *Customer Connection* contained an error in the “How to read your meter” article under the illustration in Example 2 where “7909” was shown as the meter reading. The correct notation is “7907” as shown in the second run of the article below.

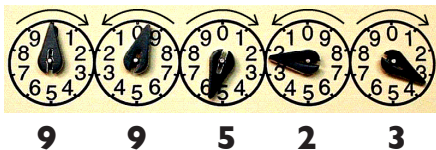
## How to read your meter

Electric meters measure kilowatt hours (kWh) and gas meters measure hundred cubic feet (ccf). Some meters have four dials while others have five, but the method of reading is the same. Use the following guidelines to obtain an accurate meter reading:

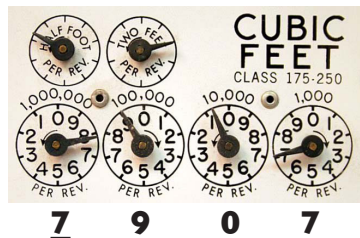
1. Record your meter measurements beginning with the dial on the far right and work your way toward the dial on the far left side. However, the final number is read from left to right. Notice that some hands turn clockwise; others turn counterclockwise. The direction of each dial can be determined by the direction of its ascending numbers (0-9).

2. If a hand is right **on** a number and you don’t know if it has passed or not (far left dial in Ex. 1), look at the dial to its immediate right to see if the hand has passed 0.

- If the dial on the right has not passed 0, record the number the dial on its immediate left has just passed—which is 9 in Ex. 1.



- If the dial on the right has passed 0, as shown on the third dial at the bottom in Ex. 2, record the number the hand on its immediate left is pointing to – which is 9 in Ex. 2.



3. To find out how much electricity you have used, subtract your previous meter reading from the number you just read (Ex. 3). That’s how many kWh of electricity or ccf of gas you have used since the previous reading.

**Example 3:**  
New reading 99523  
Previous reading -98279

Amount of kWh or ccf used **1244**



## Dedrick Brittenum Jr. joins MLGW Board

Former Memphis City Councilman Dedrick Brittenum Jr. began serving as MLGW’s newest board member at the utility’s July 10 Board of Commissioner’s meeting.

Mr. Brittenum is a partner in the law firm of Farris, Bobango and Branan, PLC. He served as a member of the Supreme Court of Tennessee Commission on Continuing Legal Education from 1986 to 1993 and has served as an Assistant Shelby County Attorney since 1985.



MLGW Customer Service employees Annette Washington, (left) Kathaline Bins (right) and James Young (background) team up to install an A/C unit for a customer in need of home

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