

Don't Let Old Man Winter Catch You Unprepared

There are plenty of things you can do this winter to try and save a little on your heating and utility bill. But the best savings come from efforts you make before cold weather gets here. Pre-season weatherization is more extensive, but yields greater results. Here are some early weatherization ideas:



- Put more insulation in your attic (R38-rated and above) or under floors (R13+).
- Save big by installing storm windows and storm doors.
- Install a new energy-efficient furnace or water heater with Energy Star endorsement.
- Have vinyl siding installed on your home's exterior with insulation between the new and old siding.
- Find and caulk cracks around outside doors and windows. Weatherstrip around doors.
- Install a programmable thermostat.
- Make sure central heating air filters are clean or replaced regularly.

Community Calendar

Nov. 18 - Dec. 30: SunTrust Zoo Lights, thousands of lights throughout the Zoo. Open on select nights at 5:30 p.m. For more info: memphiszoo.org or 333-6500. \$5/members; \$7/nonmembers.

Nov. 18 - Jan. 29: Memphis Zoo on Ice. Ice skate at Memphis' only outdoor ice skating rink! Open daily and select nights 9:30 a.m. to 4:30 p.m. and from 5:30 to 10 p.m. For a complete schedule go to memphiszoo.org or call 333-6500. \$6 for an hour of skating and ice skate rentals, and \$5 if you bring your own ice skates. Regular Zoo admission prices also apply.

Nov. 19 - Dec. 31: The Enchanted Forest Festival of Trees at the Pink Palace Museum. This year's Holiday IMAX films include: 'Santa vs. the Snowman' and the new, 'Light Before Christmas.' All the fun starts on Nov.19 at 9 a.m. when Santa arrives at the Enchanted Forest by helicopter and lands on the front lawn of the Pink Palace. Santa's landing is free and open to all. For more info: visit www.memphismuseums.org or call 636-2362.



Customer Reference Number: 11/11



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Holiday Bill Break Program

MLGW will defer cutoffs for nonpayment for all residential customers between December 15 and January 14 annually. Customers must have an unpaid balance of \$399 or less. This new program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.

MLGW's Winter Moratorium for Senior Customers

MLGW offers a moratorium program to ensure that qualifying disabled and elderly customers (60 years or older) get the warmth they need in the winter. From December to February, MLGW will not disconnect service to customers who have enrolled in the program, though enrollees should still keep their accounts current. For eligibility guidelines and enrollment, customers must call MLGW's Customer Care Center at 544-MLGW (6549) or visit one of the

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(Winter Moratorium continued from front page.)

MLGW community offices. November 15 is the application deadline, and customers cannot have an outstanding balance on November 30.

Christmas Shopping? MLGW Has the Perfect Gift

MLGW's Gift of Comfort program enables you to make a payment of any amount toward a specific customer's utility bill as a gift. You only need to know the recipient's address. Complete the Gift of Comfort form at www.mlgw.com and follow the mailing instructions, or call 544-MLGW (6549) for more information. You can also obtain a form at our community offices. Your gift will show in the form of a credit on the recipient's MLGW bill.



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, please 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. Then neatly coil and store hoses in a dry area.

Also wrap and protect outside water faucets.



Upcoming Natural Gas Prices

Gas prices are currently very low; the cost of gas for this winter (November 1, 2011 through March 31, 2012) is estimated to be about the same as last year.

Fast Facts:

- Natural gas prices peaked in July 2008 at a price of around \$10 per MMBtu for MLGW customers.
- The biggest factor for these lower prices is the recent ability of gas suppliers to obtain natural gas supplies from shale, which has significantly increased natural gas supplies.
- The biggest impact to customer bills will still be weather and customer usage. Remember, the best way to control your utility costs is reducing energy usage. Get started on your winter weatherization efforts now.

