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September 18 on behalf of the American Public Gas Association (APGA) before the Commodity Futures Trading Commission. The APGA is the national association for publicly owned natural gas distribution systems, of which MLGW is a member. The commission had called the hearing to examine the important issues of trading on regulated exchanges and exempt commercial markets. APGA members generally have lost confidence that the prices for natural gas in the futures and over-the-counter markets are an accurate reflection of supply and demand conditions for natural gas.

The APGA is seeking passage of the Market Trust Act of 2007, which would protect consumers by requiring the reporting of large positions in financial contracts for natural gas held in all segments of the market. The Market Trust Act is limited in scope, but does apply to financial contracts, agreements and transactions in natural gas.

As Campbell said in her testimony, "Natural gas is a lifeblood of our economy, and millions of consumers depend on natural gas every day to meet their daily needs. It is critical that the price those consumers are paying for natural gas comes about through the operation of a fair, orderly and transparent marketplace."

**Did you know...**

MLGW's Energy Resources area buys all the natural gas that MLGW distributes, and also purchases natural gas for some of MLGW's transport customers. The area spends approximately \$175 million to buy gas each year. This process is challenging, since more than 75% of all gas consumption occurs in the winter months when demand and prices are highest in the deregulated market.



**Nov. 4**—The Memphis Farmers Market annual end-of-the-season Harvest Celebration. Fun, food, entertainment, and auctions held in Central Station's Hudson Hall adjacent to the market at GE Patterson and Front. Come at 4 p.m. and stay until 7 p.m. to enjoy all the action. If you want to be in the know about this week's produce and market events, visit the Web site at [www.memphisfarmersmarket.org](http://www.memphisfarmersmarket.org)

**Nov. 5-12**—The Church of God in Christ's 100<sup>th</sup> International Holy Convocation.

**Nov. 15**—Great American Smokeout Day.

**Nov. 15**—When cold weather returns, MLGW wants to ensure uninterrupted service to senior citizens and disabled customers during the winter months through the Winter Moratorium program. Deadline for application is November 15; applications may be downloaded from [www.mlgw.com](http://www.mlgw.com). There are no income restrictions for the Winter Moratorium program, but applicants cannot have an outstanding balance on their utility bill on November 30 when the program begins. Call 544-MLGW for more information.



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# Customer CONNECTION

PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## Winter Energy Saving Tips . . . and winter is coming!

The following tips can help you reduce your winter utility bills. These free or low-cost steps not only save you money, they also conserve precious energy.



- Set thermostat at 68° or lower when you're home. Every degree setting below 68° saves six percent on your heating bills.
- Wear layered clothing and thick socks to keep warm.
- At bedtime, lower thermostat even more and add extra blankets.
- Use a programmable thermostat and/or lower or turn off thermostat when gone from home four hours or more.
- Close garage doors; cover foundation vents; close off vents and doors to seldom-used rooms.
- Keep curtains and blinds closed at night and on cloudy days; open curtains on sunny days for warmth.
- Make sure central heating air filters are clean or replaced.
- Place rolled-up towels inside against bottom of exterior doors and window sills to block wintry drafts.

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- *Adjusting your water heater temperature to 120° or “warm” still provides hot water.*
- *Greater energy savings can be realized if you weatherize your home by adding insulation, caulking cracks and gaps, installing storm windows and performing other improvements. You can find more weatherization and conservation tips at [www.mlgw.com](http://www.mlgw.com)*

## Winter Safety Tips

- It is a Memphis and Shelby County Building and Fire Code Ordinance that every person owning or occupying any house or building fronting on any street within Shelby County shall have a visible address number affixed to the building or situated so municipal safety and emergency personnel can readily identify the property location. Compliance with this ordinance will help safety or emergency personnel find your house quickly in case of an accident or emergency situation. Emergencies invariably happen at night, and you don't want the police or fire department to be looking for your unmarked house—in the dark.
- Pick two times during the year to routinely change the batteries in all your smoke alarms. The times should be roughly six months apart; for example, during daylight savings time changeovers in the spring and fall, or on New Year's Day and Independence Day. Pick a routine and stick to it. Your life might depend on it.

Visit MLGW's Web site: [www.mlgw.com](http://www.mlgw.com)

## Customer Bill of Rights

Earlier this summer, the MLGW Board of Commissioners passed a proposed “Customer Bill of Rights,” which outlines the distinct responsibilities both MLGW and its customers have in transacting business. This document will become part of the important changes currently being made to MLGW credit policies. Included here is an abridged version, listing the Guiding Principles that will govern MLGW interaction with all its customers.



### Guiding Principles

1. MLGW will be truthful and forthright in our dealings with Customers, and all Customers in the same rate class will receive the same service options.
2. To the extent practicable, MLGW will conduct business in a manner that is convenient for Customers.
3. All Customers will be deemed credit worthy until such time as they have shown themselves not to be.
4. Disputes will be settled promptly and in a manner that gives the “benefit of the doubt” to the Customer.
5. MLGW will assist all Customers in minimizing their use of utilities.
6. Fees levied by MLGW will be only enough to recover costs or meet industry standards. Furthermore, a fee may be waived for a deserving Customer when requested.

7. Any customer who has been significantly wronged or inconvenienced as a result of an error by MLGW will be given appropriate compensation.

8. Any credit-worthy Customer will be provided the opportunity to reduce account arrears in accordance with a payment plan with a term not to exceed six months. Customers who fulfill their payment plan obligations will continue to be considered credit worthy.

9. MLGW will not disconnect service to a residential Customer for non-payment during a period of life-threatening temperature extremes unless there is a hazardous or illegal situation associated with that service.

10. MLGW will make the policies and procedures that fulfill the mission of these Guiding Principles available to all Customers so our Customers will have clear expectations as they conduct business with MLGW.

## MLGW employee testifies as voice for the natural gas consumer

In defense of a fair marketplace for natural gas customers throughout the nation, Laura Campbell, Assistant Manager of Energy Resources, gave testimony in Washington, D.C. on



Laura Campbell

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