

Steve Wishnia begins tenure on MLGW Board

MLGW welcomed Steven Wishnia as the newest member to its five-seat Board of Commissioners on October 7. Wishnia founded the Highland Capital Management Company in 1994 and currently serves as its president and managing director, overseeing the company's management of portfolios for pension plans, profit sharing plans, endowments and individuals. Wishnia is also a Trustee of the Plough Foundation; he serves on the Board of Directors of Methodist LeBonheur Healthcare; and he is Past Chairman of the Board for Le Bonheur Children's Medical Center.



"Mr. Wishnia is extremely talented and knowledgeable," said Jerry Collins, MLGW President and CEO. "His vast experience will be a tremendous asset to MLGW and he will fill a deep void left by his predecessor Nick Clark."



Nov. 22-Dec. 31: The Enchanted Forest Festival of Trees at the Pink Palace Museum. For more information Visit www.memphismuseums.org or call 320-6320.

Dec. 11-12: Join the Make-A-Wish Foundation of the Mid-South and FM100 for the 17th Annual Stories of Light Radio-thon at the Shops of Carrefour. Tune in to FM100 to hear stories of magical wishes and touching moments of hope, strength and joy! Call 901-680-WISH and discover how you can share the power of a wish!

MLGW in the Community in November

- 8th - United Housing Homeownership Fair, Fairgrounds
- 14th - Business of Being a Church Conference, MLGW's Joyce Blackmon Training Center
- 20th - Southwest Tennessee Community College Green Day, 737 Union

NOV. 15th

Don't Miss the Nov. 15 Winter Moratorium Deadline. Eligible seniors (60 years and older) and disabled persons must apply for the Winter Moratorium by Nov. 15 and have a zero account balance by Nov. 30. Approved participants will avoid service disconnection from December through February. Call 528-4804 for more information.



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Customer CONNECTION



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Energy outlook points to conservation

In its October "Short-Term Energy Outlook" report, the Energy Information Administration (EIA) reveals an expected 15-20 percent increase in winter heating bills for our region. The primary reason for this projection can be attributed to the rising cost of heating fuels, including natural gas, which has been impacted by reduced production because of Hurricanes Gustav and Ike. While the cost of natural gas has been on an upward trend for a few years, electric rates have begun trending upward as well due to the rising cost of the coal used to produce electricity. Just this year, TVA has increased electric costs by 20 percent (17 percent in its fuel cost adjustment and three percent in its base rate).

The good news is that MLGW's gas costs have remained the same as last year, so any rise in the natural gas portion of winter bills will be caused by household energy consumption which tends to escalate as temperatures drop. To offset the higher cost of natural gas, many customers have resorted to using electric space heaters in recent years. While effective in heating small areas, space heaters could actually play a role in driving up your home heating costs this year in light of TVA's rate increases.

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The bottom line – if you want to control winter heating costs, it’s imperative to reduce your energy consumption. A four-fold approach, summed up in the acronym “HISS,” or (H)ome, (I)nfrasturcture, (S)elf and (S)un, can dramatically lower your energy costs. Just follow these guidelines:

- *Home heating is typically produced by natural gas or electricity, which costs money. To lower your energy consumption, find ways to trap the heat inside your home such as weather stripping doors or windows, adding thicker attic insulation, and closing heating vents and doors to unused rooms to confine heat to the main rooms. Installing a programmable thermostat and setting it no higher than 68 degrees in the winter will go a long way toward keeping home energy dollars in your pocket.*
- *Infrastructure, or your heat delivery system, will heat your home more effectively if you replace filters as needed and properly insulate and seal leaks in your ductwork.*
- *Self refers to the heat your body produces and preserving it through means such as dressing in layers, exercising and drinking warm beverages, and using ample covers for bedding.*
- *Sun power, or solar heat, is a free resource that can be optimized to warm your home. On sunny days, opening curtains, keeping south-facing glass clean and eliminating other obstructions to the sun’s entry can produce a great deal of heat in your home. On cloudy or windy days, closing the curtains will help prevent cold air from entering and warm air from escaping.*

For more energy-saving information, visit www.mlgw.com. For more details regarding energy cost and consumption forecasts, visit www.eia.doe.gov.

Harvard Law grad assumes General Counsel Position

Following City Council approval, Cheryl W. Patterson began serving as the new General Counsel for MLGW in August. Patterson was a partner in the legal firm of Wyatt, Tarrant & Combs, LLP, and a member of the firm’s Financial Institutions & Public Finance Service Team. She is a graduate of Wellesley College and a 1984 graduate of Harvard Law School. A member of the American Bar Association, she is licensed to practice law in Tennessee and Pennsylvania.



“We are delighted to have someone of Ms. Patterson’s caliber on board as General Counsel; and she has already lived up to her credentials in her short tenure with MLGW,” said Jerry Collins, MLGW President and CEO.

As General Counsel, Patterson is responsible for advising MLGW’s Board of Commissioners and staff concerning all legal obligations and privileges, as well as performing other legal services for the utility.

Exxon customers fill up on energy-saving tools during Community Conservation Day

Utility customers and gas patrons alike received more than just a tank full of gas when visiting local Exxon On the Run stations on October 10. Customers were treated to home conservation kits, compact fluorescent light bulbs and energy conservation information distributed by MLGW and TVA personnel in honor of Community Conservation Day. MLGW and local Exxon stations partnered for the event in an effort to educate customers about energy conservation and managing utility costs. Local radio stations broadcast the event via live remotes at two of the Exxon stations.



“We were very pleased with the turnout and with the prospect of providing so many individuals with useful tools and information to help cut their home energy costs,” said Jerry Collins, MLGW President and CEO. “Energy conservation is not only good for the environment, but it is also vital in the current era of rising energy costs. With the winter months approaching, we are making every attempt to equip our customers with the resources they need to minimize their winter heating bills.”
