
Taking Baby Steps

Baby steps can make a big difference when it comes to energy conservation, utility safety, environmental stewardship and community involvement. It's a start, and baby steps can become giant leaps as they build momentum.



That's the philosophy behind MLGW's Baby Steps, a grass-roots effort to build an energy-conscious, safe and responsible community. A major focus of the campaign is getting customers to take small steps in their own energy conservation efforts, steps that will increase as they see results in the form of savings on their utility bills, feel a sense of environmental stewardship, and see the movement spreading across the community.

Take some baby steps by visiting www.mlgw.com/babysteps where you'll find "Here's How" home improvement videos, online energy-saving tools, conservation tips and more.

Redbirds and MLGW Go Green

In partnership with the Memphis Redbirds, MLGW will co-sponsor "Go Green Night" on Thursday, April 22. MLGW will staff a booth with conservation tips and free energy-saving kits for those attending the game. MLGW will also give out 1,500 compact fluorescent light bulbs after the game. In addition, all year long, anyone who brings his/her MLGW bill to the Redbirds box office will receive \$1 off a regular price ticket or \$2 off a club ticket. Save energy, save money and support the Redbirds – a win-win!



Apr. 24-25: Memphis Mineral, Fossil, Jewelry Show. Agricenter. Sponsored by Memphis Archaeological and Geological Society. Scouts in uniform free. Benefits Ronald McDonald House. More info: www.theearthwideopen.com or 274-7706.

Through May 2: Chocolate: The Exhibition. Pink Palace Museum. All about chocolate and its delicious history. More info: www.pinkpalacefamilyofmuseums.org or 320-6362.

May 5: Community Conservation Days. Various locations, 10:30 a.m. - 1 p.m. Free Energy Kits and conservation tips. For more information, visit www.mlgw.com.

May 7-8: 52nd Annual Memphis Greek Festival. Annunciation Greek Orthodox Church, 573 N. Highland Ave. 11a.m. - 8 p.m. Bring this newsletter for one Free adult admission. More info at www.memphisgreekfestival.com or 327-8177.

Call 811 Before You Dig

Spring's here. Got digging to do? Don't forget to dial 811. It's important to have your utility lines marked before you dig. The depth of gas, electric and water lines varies, and there may be multiple utility lines in a common area. Digging without calling can be very hazardous with the danger of explosion from hitting underground natural gas pipes or possible electrocution from buried electric cables.

Call 811 several days in advance of your scheduled dig, and MLGW will mark your underground utility lines for free so you can dig safely.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

JEA Survey: MLGW Has 5th Lowest Electric Rates in the Nation

MLGW customers pay some of the lowest residential electric rates in the nation, according to a recent quarterly survey of 55 comparable public and private utilities completed by Jacksonville Energy Authority (JEA) in Jacksonville, Florida. MLGW's residential electric rates are the fifth lowest among the utilities JEA surveyed.



The JEA survey compared the cost for 1,000 kilowatts of electricity (a universal standard of measure) and not average utility bills. MLGW customers pay \$81.83 per 1,000 kilowatts, or \$31.94 less than JEA customers. Other cities with higher electric rates than MLGW include Atlanta, Chattanooga, Philadelphia, Miami, Baltimore, San Diego, Raleigh, Salt Lake City and Portland. Fairbanks, Alaska residents have the highest cost of cities surveyed, paying \$199.73 per 1,000 kilowatts. AmerenUE customers in St. Louis have the lowest cost, at \$63.09 per 1,000 kilowatts.

Results of the JEA quarterly survey on residential electric rates can be found at:
http://www.jea.com/services/electric/rates_quarterly.asp

New Online Payment Options

Very soon MLGW customers will be able to pay their utility bills using Visa, MasterCard and Discover. Beginning May 1, 2010, the Division will replace KUBRA with new online bill-view and payment vendor Metavante. **In addition, there will no longer be a fee charged for any payment method used.** This means that a residential customer can use his/her Visa or MasterCard credit or debit card, Discover credit card, ATM card or e-check without having to pay any fees whatsoever. Added benefits include streamlined electronic retrieval of forgotten User IDs and passwords.

The new system will require that all users making payments online have a My Account User ID and password, an additional security layer that helps ensure customers using this service are authenticated as well as offering a deterrent to identity theft. Under the previous system, users were able to make one-time payments without having to authenticate themselves as legitimate customers.

The Metavante system makes it much easier for customers to set up paperless billing and recurring payments, or to make a one-time payment. The entire system is much more user-friendly, and there's much less opportunity for customers to initiate actions they did not intend.

If you are an existing My Account user, watch for details about how to login the first time on/after May 1. My Account users with recurring payment instructions will need to re-enter those details for payments scheduled after April 30.



Unauthorized Pay Agents

Some MLGW customers have experienced problems when paying their utility bills at Unauthorized Pay Agent locations such as WalMart and other local businesses. Payments made at these locations do not post immediately, which can sometimes result in cutoffs. Customers should understand that when they make payments at these establishments, they do so at their own risk.

MLGW has more than 40 authorized American Payment Systems agent locations throughout Shelby County where payments are posted within 30 minutes, making it a fast solution for last-minute payments. There is no charge for this service.

Unauthorized Third-Party Pay Agents may be able to process payments to MLGW, but customers should know that these agents have no contractual requirement to operate under rules approved by MLGW. MLGW provides no assurance as to the timeliness or accuracy of payments made through these agents which may take three to five business days or longer to post to a customer's MLGW account.

Any fees assessed by Unauthorized Pay Agents are the responsibility of the customer. Any online or walk-in remittance processor not specifically identified on MLGW's Web site (www.mlgw.com) should be considered an Unauthorized Pay Agent. If you pay through an Unauthorized Pay Agent, keep your receipt or payment confirmation number until your payment has posted to your MLGW account.

For a full list of MLGW-authorized payment locations, go to www.mlgw.com.

MLGW Bond Refinance Saves Millions

MLGW recently refinanced nearly \$500 million in electric division prepay bonds, yielding \$18.8 million in interest expense savings over the next eight years. The savings will help meet MLGW's operating budget needs, offsetting some of the impact the weak economy has had on residential and business energy use.

MLGW capitalized on the electric prepay deal it created with TVA eight years ago and the secure credit ratings of the utility's outstanding electric system revenue bonds that were upgraded to an 'AA+' rated by Fitch and Moody's Investors Service last month. MLGW's high credit rating is aided by the \$1.3 billion electric prepay of 2003 and manageable debt levels.

MLGW Vice President and CFO John McCullough said, "We're very proud to be one of the few utilities in the nation able to achieve this type of savings for our customers because of our high bond ratings and our unique prepay contract with TVA."



Mother's Day Gift of Comfort

It's a welcome gift any time of year, but for Mother's Day, you can do something special. Make a payment on someone's utility bill and do more than wish her Happy Mother's Day. Go to www.mlgw.com/giftofcomfort or call 544-MLGW (6549) to give a Gift of Comfort.