

A Gift of Comfort

Give a special gift this holiday season. MLGW's Gift of Comfort enables you to help pay a specific customer's utility bill as a gift – someone you know who could use a hand covering their utility bills this winter. You only need to know the recipient's address. Simply go to www.mlgw.com/giftofcomfort or call 544-6549. Show you care, give a Gift of Comfort.



Lend a Hand through Plus-1

'Tis the season of giving, and many Memphians are suffering from financial problems, major medical emergencies and other difficulties and are unable to pay their utility bills. Help make a difference by donating \$1 or more per month to Plus-1 on your utility bill. Administered by MIFA, Plus-1 donations help qualifying customers who are provided immediate, one-time assistance with their utility payment. All funds go directly to MIFA and are never used for any other purpose. Visit www.plus1memphis.org, sign up at www.mlgw.com or call 544-6549 to enroll.



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Tips for Winter Energy Savings

Heating bills can average 40 percent or more of your annual utility costs. Help reduce your winter utility bills by following these free or low cost steps that save you money and conserve precious energy:

- Set thermostat at 68°. Every degree above 68° adds four percent to your heating bills.
- Wear layered clothing and thick socks to keep warm.
- At bedtime, lower thermostat even more and add extra blankets.
- 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 regularly.
- Place rolled-up towels inside against bottom of exterior doors and window sills to block wintry drafts.
- Adjust water heater temperature to 120° or "warm" – it still provides hot water.

Find more winter energy conservation tips at www.mlgw.com.



Community Calendar

Through Dec. 31: Enchanted Forest Festival of Trees benefiting Le Bonheur and "Santa vs. The Snowman" IMAX. Memphis Pink Palace Museum, 3050 Central. For more info: 320-6320 or www.memphismuseums.org.

Through Jan. 30: Memphis Zoo on Ice, seasonal ice skating daily at SunTrust Zoo Lights (Nov. 19 - Dec. 31 evenings only). Memphis Zoo, Overton Park. For more info: 333-6500 or www.memphiszoo.org.

Customer Connection en Español

A Spanish version of MLGW's Customer Connection newsletter is now available online. Visit www.mlgw.com and click on: About MLGW > Publications > Customer Connection > en español.

La versión en español del informativo Customer Connection de MLGW está disponible en línea ya. Visite www.mlgw.com y pulse sobre About MLGW > Publications > Customer Connection > en español.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Summer Survey:

MLGW Has Lowest Combined Rates

According to a recently released survey of 50 U.S. cities, MLGW customers paid the lowest combined rates for electricity, gas, water and wastewater based on summer residential rates effective July 1.

MLGW customers' average residential bill was \$237.58. Boston again had the highest combined bill at \$478.95. MLGW's average residential bills were lower than those in cities such as Louisville, Nashville, San Antonio, Little Rock, Cincinnati, Seattle, Phoenix, Knoxville and Jacksonville. The complete survey can be found on MLGW's website at: www.mlgw.com/ratesurvey.

"MLGW and its employees are dedicated to supplying low cost, reliable service to our customers," said Jerry Collins Jr., MLGW President and CEO. "We said our goal in 2010 was to have the lowest residential utility bills, and we have delivered."

Space Heater Safety

Cold, wintry weather will soon be upon us, and many Memphians will turn to portable space heaters for warmth. MLGW reminds its customers that it's important to keep safety in mind when using those types of heaters. Portable heaters are responsible for more than 4,000 fires in U.S. homes each year and 40 percent of heating-related deaths. Here are some important tips for portable heater safety:

- Never place your space heater near flammable items like drapes, clothes, furniture, bedding or paper – they are a dangerous fire hazard!
- Do not leave space heaters turned on while unattended.
- Do not use space heaters overnight when everyone is asleep.
- Never touch a portable heater if the floor or any part of your body is wet.
- Place space heaters on the floor for efficiency and stability.
- Make sure your space heater has no frayed wires and never plug it into an outlet or extension cord with several other items.



Winter Natural Gas Safety

When cold weather gets here, home heating and natural gas safety become very important. Natural gas is a safe, efficient energy form when used properly. A correct natural gas flame burns steady and blue.

- Yellow-orange tipped, dancing, "hissing" or shapeless flames are signs of incomplete combustion. Call a qualified repairman.
- Never heat your home with a gas stove, a fire and carbon monoxide hazard.
- If you smell gas:
 - Evacuate building immediately.
 - Do not smoke, or use anything that produces an open flame or spark.
 - Do not operate electrical or battery-powered equipment, light switches, flashlights or any phones. The slightest spark could cause an explosion.
 - Call MLGW's emergency-only line, 528-4465, from a phone away from the building. Stay out until MLGW says it's okay to return.

