

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 the 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

Month of December: Make 100 wishes come true for sick kids this holiday season! We need your help to light the Make-A-Wish tree at the Shops of Saddle Creek. As wish stars are sold, the tree will be lit. Our goal is to sell every star. Purchase your wish star by calling (901) 680-9474 or visit www.midsouth.wish.org.

Dec. 11: Light Festival. The Memphis Brooks Museum of Art, 4 p.m.-6 p.m. For more info: 544-6246 or www.brooksmuseum.org.

Through 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.

Through 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 p.m. to 10 p.m. For a schedule go to memphiszoo.org or call 333-6500.

Through Dec. 31: The Enchanted Forest Festival of Trees at the Pink Palace Museum. Visit www.memphismuseums.org or call 636-2362.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Important Notice

Holiday Bill Break

to replace Annual Moratorium

MLGW is offering a new program, Holiday Bill Break, to replace its Annual Moratorium. The Holiday Bill Break ensures that no residential customers are cut off from December 15 to January 14 if they have an unpaid balance of \$399.99 or less.

Customers with balances of \$400 or more will be subject to cut off during this time period.

This new program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt.

The Holiday Bill Break is a separate program from the Winter Moratorium for Seniors as well as its cold weather-related moratorium. Both of these programs remain in effect.

For more information, go to www.mlgw.com or call 544-MLGW (6549).

Control your energy expenses with My Account

MLGW's My Account dashboard is a one-stop platform for managing your energy and water consumption and resulting costs. This invaluable tool enables you to access the following information about your MLGW bills in the convenience of your own home, any time of the day.

Bill History – itemizes your monthly electric, water and natural gas consumption and costs for your MLGW bills dating back to the last 24 months.

Bill Analysis – shows increases and decreases in your utility consumption and costs since your last bill and explains the reason for these fluctuations in the “Bill Highlights” area.

Pay Bill – enables you to view an exact image for your current utility bill and to pay your MLGW bill using our eBilling option to make an electronic payment from a checking or savings account or with a credit, debit or ATM card at no added fee. Individual and recurring payments can be made.

On your my Account home page, you can click on the orange “Go” button to use the Carbon Footprint Calculator that shows the environmental impact of your energy, water, transportation and recycling actions. You can also click on the “Home Energy Center,” “Find Ways to Save,” “Improve my Home” and “Learn about Energy” tabs to find loads of home improvement calculators and ideas, as well as other useful information and tools to help you make wise energy decisions.

To register for My Account, visit www.mlgw.com and click on the “Go to My Account” button, then click on the “sign up” link to set up your user name and password. Join the more than 245,000 MLGW customers who enjoy the convenience of My Account.



Cold Weather-Related Moratorium

MLGW will not disconnect any residential accounts for non-payment whenever the wind chill is predicted to be at or below 32 degree Fahrenheit during a 24-hour period.



Enjoy your Fireplace Wisely

Chestnuts roasting over an open fire sound good, but remember when you do use your fireplace, do it wisely.

Your chimney may be sucking heat out of your house. Many older homes were built with fireplaces designed to burn coal, and many have no dampers or ones that are inoperable. If you use your fireplace and burn wood, be sure you have a properly functioning damper that is closed when not in use and opened before use. Wood burning fireplaces give lots of ambiance, but often deliver little net heat to a home.

If you have vented gas logs, you must have the chimney damper fixed in the open position. These gas logs produce colorless and odorless carbon monoxide, and the only safe way to use them is with a permanently open damper. If you have these logs, consider retrofitting them with modern ventless models which burn cleanly and deliver 100 percent of the heat to the indoors (with a closed damper or sealed chimney). Look into the pros and cons of ventless gas logs and don't neglect fireplace safety.

