

MLGW expands Call Center hours to include Saturdays

MLGW's Customer Care Center is now open on Saturdays from 9 a.m. until 5 p.m. through March 5 in addition to its normal weekday hours, Monday through Friday from 7 a.m. until 7 p.m. The extended hours are designed to help assist customers following the Jan. 14 expiration of the utility's annual cutoff moratorium.

For faster service, customers should call during the mid-morning or mid-afternoon hours. When you call, it is also important to have your most recent bill and the last four digits of the customer on record's Social Security number.

Important MLGW numbers:

MLGW Customer Care Center: 544-MLGW (6549)

- 7 a.m. until 7 p.m., Mon.-Fri.
- 9 a.m. to 5 p.m., Sat. through March 5

Start, stop or transfer service: 820-7878

- 7 a.m. until 7 p.m., Mon.-Fri.

24-hour automated outage hotline: 544-6500

Report life threatening emergencies: 528-4465

Streetlight outages: 820-7878

Visit MLGW's website: www.mlgw.com



Community Calendar

Feb. 11 – March 6: Girl Scouts Heart of the South is conducting its annual Girl Scout Cookie sale. Call 767-1440 or click on the cookie locator at www.girlscoutshs.org to find cookies near you.

Feb. 26: IRIS Orchestra: "Sunrise, Spring and a Mid-summer's Night" (in partnership with the Tennessee Shakespeare Company), at the Germantown Performing Arts Center, 8 p.m. Call 751-7500 or visit www.irisorchestra.org.

March 5: Celebrities on Canvas auction. Brooks Museum League, 7 p.m. until 10 p.m. For more info: 683-8043 or www.midsouthcelebritiesoncanvas.com.

March 25-26: ArtsFest will be held at the MCS Board of Education, from noon until 5 p.m. on Friday, and from 10 a.m. until 5 p.m. on Saturday, at 2597 Avery Avenue. This free event features exemplary student works in visual arts, theatre, dance and all forms of music. Contact 416-3432 for additional information.



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Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Smart Grid Demonstration volunteer receives a special visit

MLGW President and CEO Jerry Collins Jr. and Memphis Mayor A C Wharton Jr. co-hosted a news conference on Dec. 20, 2010 about the benefits of Smart Grid technology at the residence of Carolyn Smith, an MLGW Smart Grid Demonstration volunteer and president of the Orange Mound Civic Organization.



Mayor A C Wharton Jr. (left) and MLGW President & CEO Jerry Collins Jr. (right), presented Smart Grid Demonstration volunteer Carolyn Smith with an In Home Display for her smart meter.

Ms. Smith's smart meter was installed on Nov. 20, among the first of 1,000 smart meters that have been installed at the homes of volunteers throughout Shelby County. Ms. Smith is among 500 volunteers also chosen to test the benefits of an In Home Display that communicates wirelessly with her smart meter, providing almost instantaneous feedback on her electricity status.

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Ms. Smith and other Smart Grid Demonstration volunteers are learning first-hand about some of the benefits of this innovative technology. These include energy awareness and behavior changes from monitoring their electricity use throughout the billing period, the elimination of estimated electric meter readings and the convenience of smart meters communicating to MLGW during power outages. For more information, visit mlgw.com/smartgrid.

Give from the heart and warm a home

With winter temperatures dipping below freezing and many people facing economic crises during this era of home foreclosures, salary cuts and joblessness, now is a perfect time to fulfill that New Year's resolution of outward giving. In the spirit of Valentine's Day, give a gift that can truly warm someone's life – help pay the utility bill for a person in need through MLGW's Plus-1 or Gift of Comfort programs.

Plus-1

Plus-1 provides one-time assistance for eligible residents who are unable to make their utility payment because of unforeseen circumstances. Simply make a pledge by completing the form on our website at mlgw.com. or call 544-MLGW (6549) to request a form via mail. You are welcome to make a one-time donation or to have any

amount you indicate deducted from your monthly utility bill. MLGW sends all donations to MIFA which, in turn, administers the program.

Gift of Comfort

The Gift of Comfort program enables you to make a payment of any amount toward a specific customer's utility bill as a gift. You only need to know the recipient's address. Complete the Gift of Comfort form at mlgw.com and follow the mailing instructions, or call 544-MLGW (6549) for more information. Your gift will show in the form of a credit on the recipient's MLGW bill.



New customers must verify ID or risk cutoff under new federal fraud law

On January 1, the federal Fair and Accurate Credit Transaction Act (FACTA) went into effect to curb the growing menace of identification fraud. The law mandates utility providers to properly identify all customers in order to safeguard them from identity theft. As a result, new MLGW customers must provide proof of their identity within a 30-day period or risk having their services disconnected.

The new law ONLY impacts those MLGW customers who began their services during or after October 2010, and who failed or fail to complete and return the proper documentation required for a Residential Service Agreement (RSA) or the General Power Service Agreement (GPSA) as stated in the service agreement between the customer and MLGW.

The RSA and GPSA require all new residential customers, sole proprietors and general partnerships to provide two forms of identification, one of which must be a discernable picture identification. Acceptable forms of identification include:

- *A valid driver's license*
- *Tennessee Driver's Certificate*
- *Official State ID Card (issued by state in place of driver's license)*
- *Federal ID Card (passport/visa, alien registration card, military ID card)*
- *Voter's registration card*
- *Social Security Card*
- *Certified copy of Birth Certificate*
- *IRS individual Taxpayer ID Number Card*

Please note that if you are already an established, properly documented customer of MLGW, you need not take any further action at this time. However, if you alter your services in the future, you may be asked to update your identification as a protective measure for you.

To learn more about MLGW's credit policy and procedures, you can examine the MLGW Customer Care Policy at www.mlgw.com.
