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## Voters maintain power to decide

When it comes to MLGW, local citizens want to maintain their control over decisions concerning the fate of the publicly-owned utility. Approximately 80 percent of the voters approved the proposal on the Nov. 4 ballot restricting any sale of MLGW before voters decide on the sale in a referendum.



## Winter energy tips

Follow these tips to keep your hard-earned energy dollars from escaping from your home.

- Set your heating thermostat no higher than 68 degrees. Each degree above 68 adds as much as four percent to your bill.
- Dress in layers to retain body heat.
- Keep delivery and return vents open in rooms you use and closed in those you don't.
- Keep central heating air filters clean.
- Close garage doors.
- Add weather stripping and insulation to your home to prevent air from escaping.



**Jan. 31:** The Annual Chocolate Fantasy benefiting the National Kidney Foundation of West Tennessee will be held at Oak Court Mall, 11 a.m. to 5 p.m. Tickets: \$16 in advance or \$18 at the event. For more information, call 683-6185.

## Free: Radon testing kits

January is National Radon Action Month and the Tennessee Radon program is offering a limited number of free home testing kits. Call 1-800-232-1139 or visit [www.tdec.radon.state.tn.us](http://www.tdec.radon.state.tn.us) for more information.



## Do you need a utility bill lifeline?

You are not alone. The recent economic downturn has profoundly affected citizens nationwide including a growing number of utility customers in our community. But help is available, and a number of initiatives have occurred to bolster utility assistance coffers.

### LIHEAP funding through CSA

The upswing in distressed utility customers prompted the federal government to provide \$6 million of Low Income Heating Energy Assistance Program funding to Shelby County this year. The funds are administered by Shelby County Community Services Agency (CSA). MLGW customers must call CSA at 380-3756 (Raleigh Office) or 362-6518 (Kirby Office) to schedule an appointment to determine eligibility.

### Plus-1 Utility Assistance Program

Concerns about increased community hardship led MLGW's Board of Commissioners to approve a proposal to infuse MLGW's Plus-1 utility assistance program with excess revenue from pole attachment fees. Plus-1 is designed to provide one-time utility aid to eligible



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customers experiencing unexpected hardships. Funds are administered by MIFA. To request aid, contact MIFA at 527-0226.

### **MLGW rental ordinance proposal**

Recognizing the energy waste of older, poorly insulated rental facilities and the resulting hardship placed on renters, MLGW proposed an ordinance to require rental property owners to make their structures more energy efficient. The proposal is expected to be presented to the Memphis City Council in coming weeks. If approved, the ordinance has the potential to significantly impact the monthly utility costs of renters of single-family homes or apartment buildings with poor energy efficiency.

### **Other types of aid**

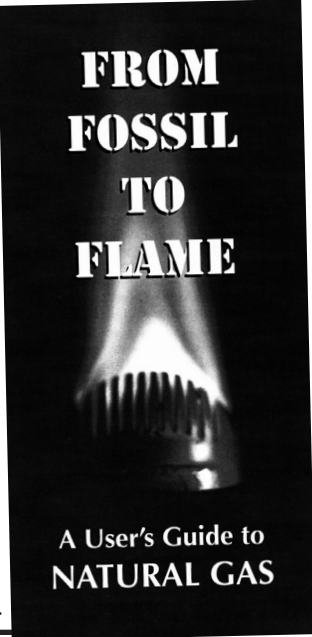
MLGW offers many resources to help those who are struggling with utility costs. For instance, MLGW's Max-Impact program provides long-term, low-interest loans to eligible low-income, elderly and disabled customers wishing to perform home energy efficiency repairs. Some customers may benefit from MLGW's On Track program designed to help qualifying low-income customers learn about budgeting and energy conservation. These and many other programs can be found in the "Special Assistance Program" brochure at [www.mlgw.com](http://www.mlgw.com).

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## **Boost your natural gas safety IQ. Read "From Fossil to Flame."**

Did you know that the vast majority of households in our community use natural gas for one or more appliances such as home heating systems, stoves and fireplaces? You might also be interested to know that this fuel source enters your home through a gas meter that is connected to an underground network of gas mains leading to city gate stations where the gas is received from the

From city gate, to meter, to your gas appliance, natural gas is a safe, reliable resource that pervades our community and performs a heavy duty in energizing our homes. But it's important to know some basic facts about natural gas to prevent potential hazards including natural gas leaks and carbon monoxide emissions. Expand your knowledge on this topic by reading "From Fossil to Flame, A User's Guide to Natural Gas." A printable version of this brochure is available at [www.mlgw.com](http://www.mlgw.com).



## **FROM FOSSIL TO FLAME**

**A User's Guide to  
NATURAL GAS**

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## **Know how to respond to a natural gas leak.**

Natural gas leaks typically result from damaged underground pipelines or indoor gas appliances. If you suspect a natural gas leak, the proper response could save your life. Follow these tips to avoid a disaster:

- Do not perform activities that could cause a spark including smoking, using matches or candles, or electricity.
- Don't use the telephone inside your house. Go outside to use your cell phone, or use a neighbor's phone and call MLGW at 528-4465 to report the gas leak.
- Open the windows, evacuate the building and shut off your gas meter.
- For an outdoor pipeline leak, you should also avoid activities that create a spark, and go to a location away from the leak site to call MLGW and report the leak.