



Community Calendar

Jan. 28: Seed Swap at Lichterman Nature Center, 10 a.m.-1 p.m. Start saving and labeling seeds for the first ever Seed Swap, where you can share with other Mid-South growers. Free event. For info.: memphismuseums.org or 767-7322.

Jan. 28: The Chocolate Fantasy benefiting the National Kidney Foundation of West Tennessee. Oak Court Mall, 11 a.m. - 5 p.m. Tickets \$16 in advance; \$18 day of event. For ticket information, 901-683-6185.

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 complete schedule go to memphiszoo.org or call 333-6500. \$6 for an hour of skating and ice skate rentals, and \$5 if you bring your own ice skates. Regular Zoo admission prices also apply.

February - Girl Scout Cookies do more than just taste great, they help build girls of courage, confidence and character. Your purchase of Girl Scout Cookies supports our future leaders. Find your favorite Girl Scout Cookies near you from Feb. 24 - March 18 at cookielocator.littlebrownie.com.

Plus-1 Donations on MLGW Bill for Tax Purposes

If you have donated to Plus-1 over the past year, your January or February MLGW bill lists the total of your 2011 contributions for tax purposes. MIFA, who administers Plus-1, is a non-profit corporation under §501(c)(3) of the Internal Revenue Code and contributions are tax deductible to the extent the law allows. For more information, visit plus1memphis.org or call your tax advisor.

ID Requirement Changes

Effective December 1, 2011, Consular Identification Cards are accepted by MLGW. Customers will be allowed to present a Consular Identification Card as one of their forms of identification when applying for utility service. These cards are in compliance with the 2011 Customer Care Policy. Consular Identification Cards are issued by federal, state and foreign governments with a unique identification number, an expiration date, cardholder's photo, address and birth place.



Customer Reference Number: 1/2012



Customer CONNECTION




PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Holiday Bill Break will end on January 14

Remember that MLGW's Holiday Bill Break program for residential customers will end on January 14. Customers will be subject to cut off after this time period.

The Holiday Bill Break is a separate program from the Winter Moratorium for Seniors as well as the cold weather-related moratorium. Both of these programs remain in effect. For more information, go to mlgw.com.

MLGW wins the Mid-South Minority Business Council "Corporation of the Year" award

MLGW was awarded the 2011 THE  CORPORATION of the Year Award by the Mid-South Minority Business Council (MMBC) at its annual Robert R. Church Achievement Awards ceremony on Nov. 18. MLGW also received the award in 2001, 2004 and 2007.

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The Corporation of the Year award is presented to a MMBC Continuum corporate member that has demonstrated an ongoing commitment to minority economic business development in Memphis and the surrounding Mid-South area over the past year.

MLGW Gives “The Power of Warmth”

MLGW teamed up with Neighborhood Christian Center to assist qualified low-income seniors and disabled residents of Shelby County by donating 150 space heaters and 150 electric blankets. More than 220 air conditioner units were donated to local seniors earlier this year.

Ring in the Holiday Season



MLGW employees have been serving as volunteers for the Salvation Army Christmas Kettle Campaign for more than 18 years. The funds raised provide food, toys and clothing to people who have turned to the Salvation Army for help during a time of financial

need. All of the nickels, dimes, quarters and dollars remain in the towns where the money is deposited into the kettles. This is just one of the many ways MLGW gives back to the community with volunteer time.

Web Chat Now Available to our Commercial Customers

MLGW’s Web Chat feature is now available to commercial customers. Visitors at www.mlgw.com can now select Residential or Commercial after clicking on the MLGW Web Chat icon.

Bill Payment Options

Memphis Light, Gas and Water’s Holiday Bill Break Program provides a 30-day moratorium on cutoffs of residential customers for non-payment. This program ends Jan. 14, and customers are encouraged to pay what they can during the moratorium to avoid accumulating large balances. MLGW has several bill payment options:

- Pay in person at any of our Community Offices; locations are listed on your bill or at www.mlgw.com.
- Phone in credit card payments at 866-315-0277.
- Pay online through My Account at www.mlgw.com.
- Pay at kiosks located in area Walgreens and Exxon Hop In stores.

If you’re having trouble paying your bill in full, MLGW’s Customer Care Center (544-MLGW) can help you set up payment arrangements. Or, you may come in to a Community Office and speak with our

Credit Office staff. You are still responsible for the full amount and must abide by the payment arrangements you make or risk cutoff.

MLGW attempts to assist customers through payment arrangements, deferred billing, the Holiday Bill Break program, winter moratorium for seniors, cold weather moratorium, Budget Billing, AutoPay, and assistance programs such as On Track and Plus-1. You can find more information at www.mlgw.com under “Payment Options.”

Protect Your Pipes During Freezing Temps!



Freezing temperatures mean you need to make sure your pipes are not vulnerable to the effects of cold weather. Protect your pipes from freezing temperatures. Open interior cabinet doors to expose pipes to warmer air, turn all inside faucets to a slow drip and wrap or cover all exposed outside faucets.

If you’re going out of town, don’t turn your heat off, just turn it down several degrees. It’s a good idea to insulate your above-ground water pipes, too. Pipes in the crawlspace or basement under your house could be susceptible to a deep freeze, therefore, pipe insulation is always a good idea. If your attic insulation isn’t great, you should insulate water heater pipes in the attic, as well.