
MLGW Donates Air Conditioners

For the third year in a row, MLGW has donated, free of charge, 200 air conditioners to customers in need. MLGW employees and Customer Service Technicians installed the window air-conditioner units for customers in May based on a list of qualified recipients provided by the Metropolitan Interfaith Association (MIFA) and Community Service Agency (CSA).

With heat safety a continual issue for many Memphians during the summer, many customers will be spared from stifling, dangerously hot temperatures, thanks to the efforts of MLGW, MIFA and CSA, and will enjoy a cooler and safer summer.



TVA's FCA Increase for July

The Tennessee Valley Authority has announced an increase to its Fuel Cost Adjustment (FCA) for July. All of TVA's 158 distributors, including MLGW, must pass on these fuel cost adjustments to customers.

Since September 2009, the adjustment has been a credit for seven out of eight months. June and July of this year represent increases to the FCA, and TVA has cited the increasing costs of generating power as the reason. The estimated increase to the average MLGW residential customer using 1,000 kWh is a little more than \$2 per month.



June 26 - Mar. 4: *Dolphins and Whales: Tribes of the Ocean*, awe-inspiring new adventure from Jean-Michel Cousteau, narrated by Daryl Hannah. CTI IMAX Theater, Memphis Pink Palace Museum. 3050 Central. 320-6362 or www.memphis museums.org.

July 3 - Sept. 19: *Japan & Nature: Spirits of the Seasons*. Children's Museum of Memphis. 2525 Central. 458-2678 or www.cmom.com.

Aug. 19-21: 4th annual Rock for Love concert benefiting the Church Health Center. Hi-Tone, 1913 Poplar Ave., and Shangri-La Records, 1916 Madison Ave. Bands include Lucero, Amy Lavere, Dirty Streets, Star and Micey, and more. For information, call 272-7170 or visit www.churchhealthcenter.org.

Community Energy Conservation Events

MLGW wants to share energy-conservation information with you. So we're holding Community Energy Conservation Days around Shelby County each month where we'll share conservation tips and show you ways to save on your utility bill.

MLGW's Energy Conservation Days will be held July 7, August 4, September 8, October 6, November 3 and December 8 at different locations each month from 11 a.m. - 1 p.m. You can get free Energy Kits, energy-saving information and answers to questions regarding energy conservation. Event locations are to be announced; you can find them by visiting www.mlgw.com the week before each event.



Customer Reference Number: July 2010



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

My Home Energy Check-Up



Shiv Shankar knows the value of MLGW's In-Home Energy Evaluation (IHEE) program firsthand. He had an energy check-up performed on his home six months ago, and with the recommended home improvements completed, he's already seeing the savings!

Shankar, a resident of Germantown, set up an appointment a week after signing up, and the inspection was performed by a TVA representative. The \$150 cost for the evaluation was reimbursed in addition to a \$500 rebate once he had attic and water heater insulation added, windows replaced, storm doors installed and attic wind turbines added. He also caulked cracks and installed energy-saving fluorescent bulbs on his own.

"Even though we're seeing much hotter weather than last year, we find we don't need to use fans to stay cool thanks to the added insulation," says Shankar. "Rooms are actually feeling cooler, and our water heater costs are lower. Even during the winter, we found we didn't need to use space heaters to stay warm. Utility bills would have been much higher if not for the improvements we made!"

(continued inside)

IHEE *(continued from previous page)*

Would Shankar recommend the IHEE program to others? "Most definitely," he says. "Whatever we did has worked. It's like getting a free health check-up, then improving the health of your home. The report was comprehensive, with useful information on simple things we could do ourselves, improvements we could have contractors perform, tax credits we could receive and what appliances to purchase in the future."

You can schedule your home for inspection as part of the In-Home Energy Evaluation program by calling 1-866-441-1430. The recommended repairs will not only result in a rebate of the inspection cost, but you can also earn tax credits and cash incentives for further savings. More information can be found on MLGW's website at www.mlgw.com by clicking on the In-Home Evaluation Program arrow on the right side of the screen.

Keep MLGW Updated

Help us help you. Keep your telephone number(s) updated with MLGW, because updated information will:

- Allow MLGW to contact you with our automated outage notification dialer.
- Allow you to report electrical outages by telephone using the telephone number associated with your account.
- Allow you to obtain electrical restoration status by telephone using the telephone number associated with your account.

Ways to Update:

- Update your information in My Account at www.mlgw.com.
 - Send an e-mail to mlgwcustomer@mlgw.org (residential customers) or crc@mlgw.org (commercial customers).
 - Call 544-MLGW (6549).
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Accident Claims Life of MLGW Employee



Reginald Payne

Payne, 42, a Crew Leader, Lineman in Electric Distribution, had been employed with the Division since 1989. He is survived by his parents and three children.



Kortnie Dockery

This incident marks the first time since April 2002 that an MLGW employee has died in the line of duty. MLGW is currently conducting an investigation of the accident.

"The entire MLGW family mourns for our friend and co-worker, Reggie Payne," said MLGW President and CEO Jerry Collins Jr. "Our thoughts and prayers are with his family. This is a sobering reminder to all of us of the dangerous work that MLGW employees perform everyday. Reggie Payne gave his life serving the customers of Shelby County and we will not forget his dedication."

MLGW employee Reginald Payne was fatally injured in a rare and tragic accident on June 15. The incident occurred in Millington near Highway 51.

Another employee, Kortnie Dockery, an Apprentice Lineman, Electric Distribution, was also injured in the accident. Dockery was taken to the Med where he was treated and released. Both Payne and Dockery were performing routine transmission maintenance when part of a pole fell and struck them.

Beat the Heat

To help prevent heat-related illnesses, the Memphis and Shelby County Health Department offers some useful tips for summer:

- *Drink plenty of cool fluids, especially water; avoid alcohol, caffeine.*
- *Wear light-weight cotton or natural, loose-fitting fabrics in light colors.*
- *Limit outdoor activities when temperatures are high.*
- *Pace yourself; don't overdo it in the heat.*
- *Exercise in early morning or evening to avoid overheating.*
- *Stay cool indoors using air conditioning or fans.*
- *Never leave anyone in a car, especially children or seniors.*
- *Be aware of heat stroke and heat exhaustion symptoms.*

Heat stroke is the most serious heat-related illness. It can cause death or permanent disability if emergency treatment is not provided. Symptoms include high body temperature (above 103°); red, hot, dry skin (no sweating); rapid, strong pulse; throbbing headache; dizziness; nausea; mental confusion, shallow breathing and possible unconsciousness.

Heat exhaustion is a milder form of heat-related illness that can develop after several days of exposure to high temperatures. Symptoms include heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea/vomiting and fainting. Skin may be cool and moist, pulse rate fast and weak, breathing fast and shallow.

Don't forget to check on elderly relatives and neighbors in times of high heat, as they are more susceptible to high temps.
