

To register for My Account, visit [www.mlgw.com](http://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.



## Don't let your summer water consumption drain your wallet

Use these tips to preserve and conserve water.

- Don't leave tap water running while brushing teeth; take shorter showers; install low-flow faucets.
- Fully load dishwasher or clothes washer before use. If you wash dishes in the sink, don't leave tap water running to rinse. Clean vegetables in a pan of water rather than under a running faucet.
- Repair dripping faucets and leaky toilets. In an average home, dripping faucets waste up to 2,000 gallons of water each year. Leaky toilets waste as much as 200 gallons per day.
- Water your lawn only when it's needed, and water during early morning or evening hours and not on windy days. Make sure your sprinkler isn't watering the driveway, sidewalk or street.
- Check your water meter: If all water taps and outlets are turned off, and the meter's red test hand keeps moving, you may have an underground leak that requires a plumber's attention.
- Preserve the quality of our water supply. Don't overuse pesticides and fertilizers. Avoid flushing medications down toilets or sinks, and dispose of hazardous materials properly.

For more water-saving ideas, visit [www.mlgw.com](http://www.mlgw.com).

Do you have Medicare and still need HELP paying for your medicine? For Extra Help to pay for your medicines, contact TN SHIP Medicare Counseling & Information at 324-3399.



## Community Calendar

**M F M** Saturdays, Mid-April thru Oct. 29 – Memphis Farmers Market, 7 a.m. until 1 p.m., rain or shine at Central Station, S. Front Street at GE Patterson in the Historic South Main District, Downtown Memphis. Free parking adjacent to the market. Enjoy free, live music and other fun activities while shopping the fresh offerings of local farmers and creations of area artisans. Visit [www.memphisfarmers-market.org](http://www.memphisfarmers-market.org) for more details.

### MLGW in the Community

**July 27:** The Best Times Senior Expo and Health Fair, Oak Court Mall, 9 a.m. until 3 p.m.

**July 30:** Hickory Ridge Mall New Towne Centre City-Wide Public Health & Safety Expo, 10 a.m. until 3 p.m.

**Aug. 5:** MLGW Neighborhood Leaders Conference, Joyce Blackmon Training and Development Center, 4949 Raleigh-LaGrange Road

**Aug. 6:** Greater Mt. Moriah Baptist Church Annual Community-wide Health Fair, 489 Edith Street, 9 a.m. until 1 p.m.

**Aug 9:** Shelby Station Senior Apartments, 3290 Woodhollow Drive, 11:30 a.m. until 1p.m.



Customer Reference Number: 7/2011



# Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

## MLGW to issue gas billing credit in August

A recent adjustment to MLGW's Purchased Gas Adjustment (PGA) will result in credits that will be reflected on the August bills of MLGW's natural gas customers. The adjustment is the result of a billing error that was recently discovered and reported by MLGW staff. The error dates back to a rate adjustment that was made in January 2008 and reflects gas usage between then and May 2011. The overcharges amounted to a little less than \$1 per month per customer. The average credit will be about \$38 per residential customer and will be reflected in customers' gas charges. Some customers will receive more or less than \$38.

The actual amount of these credits is based on each customer's actual gas usage between January 2008 and May 2011. The amount of the credit adjustment for commercial customers will vary. When customers get their credit in August, they will also receive an itemized statement that shows how the credit was calculated. "We regret that this error occurred," said Jerry Collins Jr, MLGW President and CEO. "However, we are making it right in the form of this credit to our customers and hope that it

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will provide some relief for their August utility costs.” The PGA is a cost-recovery mechanism. Monthly gas bills reflect the cost of the natural gas MLGW purchases, as well as the cost of gas storage, transportation and delivery. These costs fluctuate due to the deregulated, competitive natural gas marketplace. Like virtually all natural gas utilities, MLGW uses a PGA to pass along these increases and decreases in gas costs to its customers.

## MLGW named MIFA’s Corporate Volunteer of the Year

Memphis Light, Gas and Water has been awarded the 2011 E.J. Goldsmith Corporate Volunteer of the Year Award. This award is given by the Metropolitan Inter-Faith Association (MIFA) to an organization that exemplifies the dedicated, caring and enthusiastic spirit of the late E.J. Goldsmith Jr. Businessman Elias Jacob Goldsmith Jr. (1919-2003) was well known for his contributions to the civic, charitable and religious advancement in the Memphis area. He was an active member of MIFA’s board of directors from 1984 until 2002.



MLGW has been a generous partner of MIFA since 1982, when the Plus-1 program was created to offer utility assistance to families in financial crisis. Since then, MLGW customers and employees have provided more than \$7 million in assistance to families in need through Plus-1.

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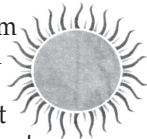
## Annual Moratorium is now Holiday Bill Break program

During its June 2 meeting, the MLGW board approved a new program called Holiday Bill Break to replace the Annual Moratorium. Under Holiday Bill Break, customers must have an account balance of \$399 or less to prevent having their utilities cut off on a past due bill.

This new program will allow customers to have extra cash during the holidays while protecting them from getting into serious debt. Holiday Bill Break will still take place between December 15 and January 14, and MLGW’s Winter Moratorium for seniors and cold and hot weather moratoriums will not change. Thus, customers will still have plenty of protection from cutoffs and will still have many payment options available.

## Summer heat moratorium reminder

MLGW institutes its heat-related moratorium when the heat indices are predicted to reach dangerous levels anytime within a 24-hour period. The policy states that we will not cut off services to customers’ homes when the heat index is forecast to be 100 degrees or higher, or 95 degrees or higher for customers 60 years of age or older, physically challenged, or customers certified as life-support dependent.



## 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 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 of 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.

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