
Fitch Upgrades MLGW Bonds Again

FitchRatings has upgraded MLGW's electric bond rating for the second time in six months, giving it the highest possible AAA rating. The electric bond rating joins the water bond rating, which has also earned AAA status.

The new ranking from Fitch propels MLGW to a nearly unprecedented position, and tells potential investors that investing in MLGW bonds is a safe return on their money, which, in turn, allows the utility to help keep rates low for its customers. MLGW is one of a handful of electric utilities to hold an AAA rating from Fitch, who rates 200 U.S. public power systems.

The high bond ratings recently helped MLGW save \$18 million over the next eight years on an electric bond refinancing.

"MLGW's AAA bond rating in combination with our very low rates, places MLGW in a very enviable position. This is very good news for all MLGW customers," said MLGW President and CEO Jerry Collins Jr.

\$5 Million USDOE Grant for Upgrades

MLGW has received a matching grant of \$5 million from the U.S. Department of Energy, resulting in a \$10 million project for digital upgrades to the electric network serving the medical center and downtown areas. A high-speed data communication and control system will be created that will enhance power quality in those areas, reduce maintenance costs and serve as a platform for future electric-system enhancements.



Through July 9: Changing the Face of Medicine: Celebrating America's Women Physicians. The exhibit shows how American women have struggled for 200 years to gain access to medical education and practice medicine. Benjamin L. Hooks Central Library, 415-2700 or www.memphislibrary.org.

June 17: Dance Theatre of Harlem Ensemble, benefiting local professional dance company "Ballet on Wheels." Cannon Center. Call 576-1269 or visit www.thecannoncenter.com.

June 19 - Sept. 18: Surviving: Body of Evidence. You are a survivor. Your body holds the evidence. Take a journey of self-discovery through this interactive, multimedia exhibit that starts, and ends, with you. Pink Palace Museum, 3050 Central. Call 320-6362 or www.memphismuseums.org.

June 20: Hilton Worldwide Exotic Italian Car Show benefits Habitat for Humanity of Greater Memphis. Hilton Worldwide, Spottswood at S. Perkins. Tickets online: www.memphishabitat.com or call 761-4771.

June 28-30: Mid-South Minority Business Council's Economic Development Fair. Nationally renowned keynote speakers, dynamic seminars and exhibit hall. Cook Convention Center. Call 525-6512 or visit www.mmbc-memphis.org.



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW Bills 2nd Lowest in New Survey

Memphis Light, Gas and Water customers pay the second lowest combined rates for electricity, natural gas, water and wastewater, according to a new survey of 50 U.S. cities based on average usage and on rates effective January 1, 2010.

The average residential bill for MLGW customers was \$266.01. Boston had the highest combined bill at \$495.43. MLGW's average residential bills were lower than those in cities such as Louisville, Nashville, San Antonio, Little Rock, Cincinnati, Seattle, Phoenix, Knoxville and Jacksonville. The complete survey can be found on MLGW's website at: www.mlgw.com/ratesurvey.

"MLGW employees are dedicated to supplying our customers with low-cost, reliable service," said MLGW President and CEO Jerry Collins Jr. "We are pleased with these results and our goal for next year is to have the lowest residential utility bills."

MLGW customers saw their average bill drop significantly from 2009, when the average residential bill was \$344.97 per month. The 2010 total represents a 23 percent reduction compared to last year. The reasons? MLGW had no rate increases in 2009 and no budgeted increases for 2010. MLGW was able to secure natural gas at low prices that benefited customers during the winter and held overall heating costs down. TVA's fuel costs, which are passed on to MLGW customers, dropped in the latter part of 2009.

MLGW Receives “A” for Satisfaction, Reliability

MLGW received an “A” in reliability, customer satisfaction and customer perception, according to a new survey completed by Renee Enterprises and audited by the Sparks Bureau of Business and Economic Research/ Center for Manpower and the University of Memphis. It reflects the 2009 total of monthly random samplings of customers who recently had direct contact with the utility.

The survey included 150 customers each month and was conducted by phone and via the Internet. According to the survey, 99.8 percent of MLGW residential customers are satisfied with their service. Ninety-seven percent believe their service is reliable and 92.4 percent have a positive perception of MLGW in the community.

Give Help for Father’s Day

Help make Father’s Day special by giving gifts that help pay utility bills. You can donate in your father’s honor to Plus-1, administered by MIFA, and help pay utility bills for people in our community experiencing one-time financial challenges such as medical crises or loss of income. Sign up to donate a dollar or more from your monthly utility bill to Plus-1 by going to www.plus1memphis.org.

You can also help a dad directly by making a payment on the MLGW bill of someone you choose through Gift of Comfort. Just go to www.mlgw.com/giftofcomfort or call 544-MLGW (6549).

Beware: MLGW Bill Payment Scams

Recent news stories reported a person allegedly trying to scam MLGW customers, offering to pay half their utility bill through MIFA if they would give her the other half. Here are key things to remember if you encounter a similar situation:

- Neither MLGW nor MIFA will approach you for payment beyond automated telephone reminders and mobile alerts from MLGW.
- To receive money from MIFA, you must have a face-to-face meeting with them at their offices.
- Neither current nor former MLGW or MIFA employees were involved in this incident.
- If you feel you have been involved in a scheme involving MLGW payments, contact MLGW’s Revenue Protection department at 321-6969.

Be Prepared for Outages

In any emergency, whether it’s a tornado, ice storm, earthquake or flood, you need to be prepared for the possibility of temporary power outages. You need to know where your gas and water shutoff valves are located, how to identify the main electric service panel and how to turn them off in the event of an emergency.

An emergency kit is always good to have readily available. Your “emergency kit” should contain items such as: bottled water, canned food, prescription medicine, flashlight, radio, batteries, manual can opener, first-aid kit, and eating utensils. Be prepared. Don’t let an outage catch you off guard. Download a free storm preparation guide at www.mlgw.com/stormprep.

1,000 MLGW Customers to Test Smart Grid

Close to 1,000 MLGW customers will soon be able to experience new Smart Grid technology, already in use across the country, thanks to a pilot program that will install smart meters at their homes.

One million dollars from the MLGW budget was approved by the Memphis City Council to create a three-year demonstration of at least 1,000 electric smart meters among volunteer customers within the MLGW service area. Applications to be part of the project were taken online until May 14. Applicants will be notified in June as to their status in the program. Also in June, MLGW will select the vendor who will provide the smart meters that will be installed at volunteer customers’ homes.

Smart meters will provide those customers secure, digital, two-way communications to measure electricity usage throughout the day. It will enable them to see how much electricity they are using and how much their electric cost is going to be, rather than waiting until their bill arrives to see the total. Another advantage to having a smart meter is that you never have to report an outage – the meter does it for you. You can learn more about Smart Grid by visiting our website at www.mlgw.com/smartgrid.

