
Rental Ordinance Celebrates One Year

One year ago, MLGW became the first utility in the nation to create, and successfully have passed, an ordinance that targeted energy efficiency in rental properties.

The ordinance sought to create and enforce minimum energy efficiency standards for rental properties in Memphis, where renters comprise nearly a third of the residential sector. MLGW President and CEO Jerry Collins Jr. worked with landlords, representing more than 60,000 rental units, to fine tune the ordinance before it was passed by the Memphis City Council.

The program has been extremely successful and well received by the community. MLGW energy inspectors work with the landlord and tenant, performing an initial audit to determine whether minimum standards are met. The standards include no holes in the wall, serviceable roofing, good insulation, working thermostats, and functional heating and cooling.

If conditions are below standard, MLGW works with the landlord to fix the issues cited in the audit in the near future. If the issues remain unresolved, MLGW becomes an advocate for the tenant during the process and ultimately can and will take the landlord to environmental court.

Renters can report low energy efficiency standards at 322-5757.

To date, MLGW has inspected more than 300 rental properties. All landlords for those properties have complied and brought their properties up to the standards set by the rental ordinance.



Community Calendar

Through March 21: Girl Scouts Heart of the South is conducting its annual Girl Scout Cookie sale. Visit www.girlscoutcookies.org or call 767-1440 to locate a cookie booth near you.

March 20, 23, 24 & 27: Community Emergency Response Team (CERT) free disaster-preparedness training presented by Shelby County Office of Preparedness, 2668 Avery. Sign up at www.msccma.org or call at 515-2605.

Apr. 8-25: Decorator Showhouse, benefiting Brooks Museum of Art. This is a wonderful opportunity to see a lavishly decorated historic home. Tickets: \$10 (til Apr. 1); \$15 at the door. Call 385-3241 for tickets and more information.

Apr. 16-17: Spring Volunteer Native Plant Sale. Lichterman Nature Center, 5992 Quince Rd. Call 767-7322 or visit www.memphismuseums.org

U.S. Census Info Desk Downtown

The U.S. Census office will staff a Questionnaire Assistance Center (QAC) at MLGW's Downtown Community Office at 245 S. Main St. Census staff will assist customers with questions about the Census, as well as offer help filling out the Census questionnaire. The Census QAC will be open weekdays, March 19 through April 19, from 10 a.m. - 1 p.m.

Don't forget, complete and return your 2010 Census form by May 1. By participating in the Census, you help create a better future for you and those important to you. Ten questions, 10 minutes to complete. Fast, easy, confidential!



Customer Reference Number: March 2010



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

Supreme Court Dismisses Water Rights Lawsuit against MLGW



The United States Supreme Court has denied the state of Mississippi's petition to appeal its lawsuit brought against MLGW and the city of Memphis, and also denied Mississippi's request to file an original complaint against MLGW, the city of Memphis and the state of Tennessee in the Supreme Court. The Court's ruling ends the five-year-long suit over the water contained in the underground aquifer that runs beneath both states.

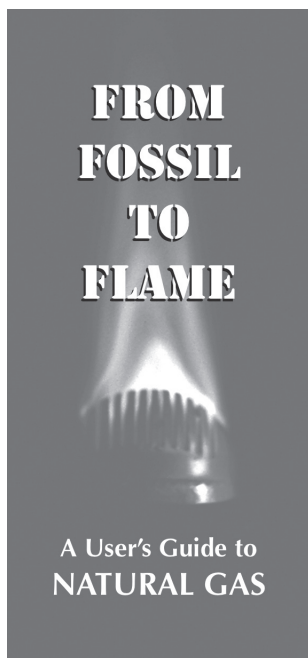
In the suit, Mississippi claimed that MLGW and Memphis were taking more than their share of water from the underground interstate aquifer. The Fifth Circuit Court of Appeals ruled last year that Tennessee had to be included in any lawsuit regarding the use of the interstate water source and that the lawsuit could be heard only by the Supreme Court. But on January 26, the Supreme Court ruled in favor of MLGW, the city of Memphis and the state of Tennessee by rejecting both Mississippi's attempt to appeal the Fifth Circuit's decision and also Mississippi's request to file a new lawsuit against MLGW, Memphis and Tennessee.

"We are beyond overjoyed in the Supreme Court's actions today," said MLGW President and CEO Jerry Collins Jr. "It means that MLGW and its customers will still be able to enjoy some of the best tasting water in world. We believed that this case was without merit, and now the Supreme Court's decision confirms our position."

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? This fuel source enters your home through a gas meter connected to an underground network of gas mains leading to city gate stations where the gas is received from a gas transmission company.

From the city gate, to your 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. 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 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/brochures.



MLGW Reliability Strong in Winter Weather

During January's ultra cold snap, MLGW gas usage for Shelby County came close to an all-time high. At the same time, TVA reported peak electric usage records for its service region. Remarkable was the best word to describe the reliability of MLGW's gas and electric service during these times of peak usage.

On the heels of those record low temperatures during which MLGW reconnected close to 1,000 previously cut off homes, another winter storm on January 29 brought ice, sleet and scattered outages. Many of the outages were due to out-of-control cars hitting utility poles, and by the end of the weekend, MLGW had restored power to about 36,000 affected customers.

A freak snowstorm hit overnight after the Super Bowl broadcast, leaving football fans and meteorologists alike scratching their heads. Ensuing sleet and rain could have caused problems for power lines, but remarkably, outages remained rare thanks to the reliability of MLGW's electric grid and tree-trimming efforts.

Dedicated MLGW crews work through the night in inclement weather and difficult conditions to restore power during winter storms. Our line clearance, preventive maintenance efforts and MLGW's promotion of underground power lines for new developments have reduced the threats to customers from winter storms. MLGW is proud of its service reliability.



TVA's FCA Increase 1st in 16 Months

The Tennessee Valley Authority has announced an increase in its monthly Fuel Cost Adjustment (FCA) for March for the first time in 16 months. MLGW customers will see a small increase in their electric costs, but bills for electricity will still be lower than last year.



Beginning March 1, average residential electricity users in TVA's service area will see an increase between \$2.50 and \$5.50 a month, depending upon usage levels. In Memphis, a 1,000 kWh monthly residential bill will increase by about \$3.41.

"Colder than normal weather in January increased sales and TVA fuel costs," TVA said in a statement posted on its Web site. TVA uses the FCA to adjust its electricity rate each month to reflect changes in what it pays for coal, natural gas and purchased power.

Fix a Leak Week

The Environmental Protection Agency (EPA) is gearing up for its second annual Fix a Leak Week, March 15-21, reminding Americans to check their homes and property for leaks to help save water for future generations. Leaky toilets, faucets and other valves are easy to fix with only a few tools and hardware. Over one trillion gallons of water leak from U.S. homes each year. Find out more about using water wisely at www.epa.gov/watersense/water/simple.htm.
