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As part of a mutual aid agreement, 21 MLGW employees – three six-man crews, two supervisors and a mechanic – worked closely with Mayfield Electric & Water Systems and other utilities to clear downed power lines and restore power to Mayfield's more than 10,000 residents. In recent years, mutual aid agreements have assisted MLGW in restoring local power after windstorms and tornadoes. "When they call us, we're ready to go," said Ricky House, Crew Foreman on the rescue mission.

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## Community Calendar

**April 19-24:** National Volunteer Week. The Memphis and Shelby County Health Department's Public Health Emergency Preparedness Program has teamed up with Volunteer Mid-South to host a Disaster Preparedness Expo on Friday, April 24, at the Benjamin Hooks Library located at 3030 Poplar from 3 p.m. to 6 p.m.

**April 25-26:** Memphis Mineral, Fossil, Jewelry Show, "The Earth Wide Open." Sponsored by the Memphis Archaeological and Geological Society. Memphis Agricenter, Saturday, 9 a.m. to 6 p.m. and Sunday, 10 a.m. to 5 p.m. Adults \$5, Children 12 and under \$2. Scouts free. Portion of admission benefits the Ronald McDonald House of Memphis. Visit [www.TheEarthWideOpen.com](http://www.TheEarthWideOpen.com), or e-mail [info@theearthwideopen.com](mailto:info@theearthwideopen.com). Call 274-7706.

**Energy Tip:** Using low-flow showerheads conserves water and saves money.



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## Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

### MLGW Celebrates Its 70th Anniversary

Memphis Light, Gas and Water Division turns 70 this month.

In 1939, the city of Memphis bought then-privately owned Memphis Power and Light utility company and formed what has evolved into the largest three-service public utility in the nation.

Today, MLGW has 2,808 employees and serves more than 420,000 customers in Shelby County. (For a bit of trivia, one of MLGW's predecessors, Memphis Gas Light Co., formed in 1852, served 10,000 people and covered just three square miles. Visit [www.mlgw.com](http://www.mlgw.com) for more history.)

MLGW is widely recognized for its low rates. In fact, Memphians pay the lowest combined water and wastewater rates of nearly 30 U.S. cities, according to the newly released 2009 report of water and wastewater bill comparisons compiled by Austin Water Utility in Austin, Texas. The report shows that MLGW residential water customers pay, on average, \$22.67 per month for water and wastewater service. *(continued inside)*

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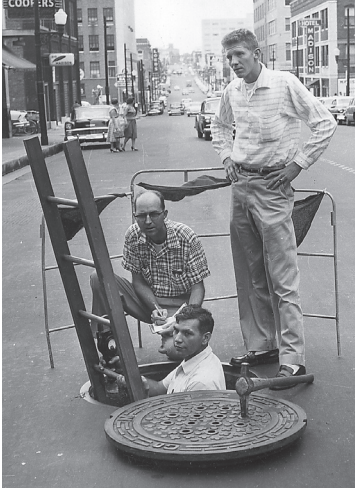
**Celebrating 70th Anniversary, cont. from cover**

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Although a recent J.D. Power survey indicated that there is plenty of room for improvement in terms of customer satisfaction, surveys of MLGW customers

by Renee Enterprises show high levels of overall satisfaction. In 2008, 98.75 percent of randomly selected customers reported that they had favorable views of MLGW; of the total, 71.4 percent rated their perception of MLGW as "very favorable." MLGW President and CEO

Jerry Collins Jr. has made customer satisfaction a top priority. When it comes to service, he said, "We always want to over-deliver."



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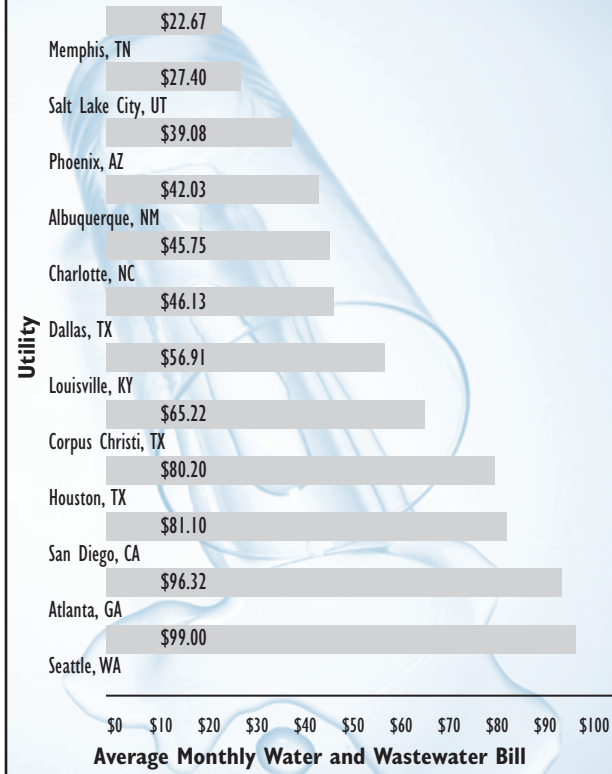
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**Average Monthly Bill Comparisons  
Combined Inside City Residential Class**



**MLGW Honored for  
February 2008 Tornado Response**

The Building Owners and Managers Association-Memphis Chapter recently honored MLGW for going the extra mile in its response to the tornadoes that struck Memphis and Shelby County on February 5, 2008.

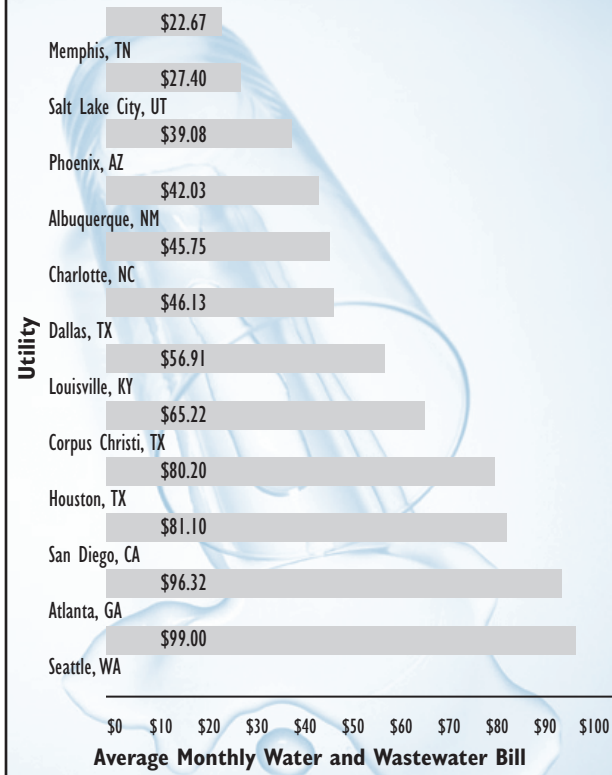
Three Memphians were among the 54 killed by the February 5 storm throughout the Mid South. It left 64,000 MLGW customers without power, damaged service to water pumping stations, caused gas leaks and knocked the electric substation that serves much of Hickory Hill completely offline.

Though original estimates put the full restoration at three weeks, good weather enabled crews to work steadily to get Substation 71 re-operational by February 8, and restoration was completed by February 10.

*(Pictured: Jerry Collins Jr., MLGW President & CEO; V. Lynn Evans, MLGW Board Chair; Robert Johnston, MLGW Commercial Lighting Services; Roy Moore, President BOMA Memphis.)*



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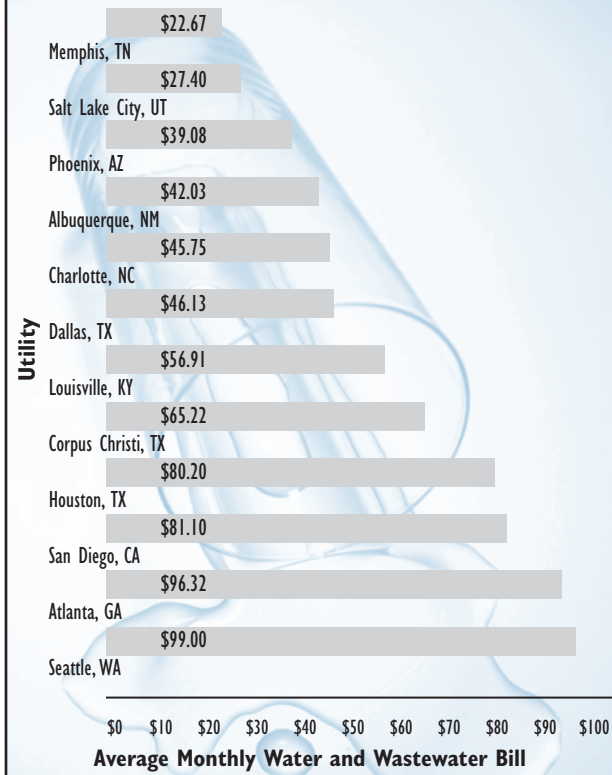
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