

or mosquito or rat control services listed on the statement? If so, then make sure you call the correct number for help instead of MLGW. The phone numbers for these municipal services are listed on your MLGW bill for your convenience.

MLGW lists the fees for these services on your utility bill to minimize municipal billing costs, as well as return postage costs for our customers. However, we do not administer those services. We simply collect the fee payments and pass them on to the corresponding municipal organization.



MLGW in the Community

Community outreach and volunteer programs are always part of MLGW's schedule. Some of the upcoming events that MLGW will be participating in include the following:

April 1-3: *Spring Market of Memphis at the Agricenter, www.midsouthmediagroup.com/springmarketmemphis.html.*

April 12: *MLGW Community Conservation Day at the Department of Human Services, 3360 S. Third Street and 3230 Jackson Avenue, 9 a.m. - 11 a.m.*

April 14-17: *Africa in April, Beale Street at Robert Church Park, www.africainapril.org.*

April 26: *Education Day with the Memphis Redbirds at AutoZone Park.*

Visit MLGW's website: www.mlgw.com



March 23: 3rd Annual Emissaries of Memphis Music Celebration at Memphis Botanic Garden, 750 Cherry Road at 6 p.m. Eight Memphis women will be honored for their contributions to Memphis Music. Proceeds will benefit the Memphis Musicians Healthcare Plan. For ticket information, please call 576-6857 or visit www.memphismusic.org.

April 7-9: 1st Annual Midsouth Autism Conference, at the Harrah's Conference Convention Center in Tunica, MS. Cost for three-day conference: \$25/parents, paraprofessionals or others interested in Autism; \$150 for professionals seeking CEUs.

April 23: CupcakeCamp Memphis. An all-you-can-sample family event featuring delectable cupcakes prepared by some of the Mid-South's best bakers, chefs and bakeries. Bake or buy cupcakes to share or just come and eat for a good cause! 11 a.m. - 2 p.m., \$3. Agricenter International, 251-4827, cupcakecampmemphis.com.

April 27: Sixth Annual Alliance for Nonprofit Excellence Conference, "Giving, Grants, & Goodwill: The New Face of Philanthropy." Clark Opera Memphis Center, 6745 Wolf River Blvd, 8:30 a.m. - 4 p.m. Members: \$110; Early Bird Members: \$99 (by April 4); nonmembers and walk-up registrants, \$150. For more info: call 684-6605, e-mail info@npexcellence.org or visit www.npexcellence.org.



Customer Reference Number: 3/2011



TVA to base pricing structure on seasonal periods

TVA will change its retail base rate structure to reflect seasonal usage, starting with the April 2011 billing period. For MLGW residential customers, the change will have a minimal impact on overall customer bills.

The change will enable TVA to more accurately reflect fluctuating electricity costs on a seasonal basis. Under the new rate structure, TVA defines seasonal periods as Summer (June, July, August and September); Winter (December, January, February and March); and Transition (April, May, October and November.)

Retail rates will be slightly lower in transition months. However, during the winter and summer months, when electricity costs are at their highest, rates will be slightly higher.

On an annual basis, the seasonal rate structure will produce no additional revenues for MLGW or TVA.

MLGW's payment options just had another growth spurt

MLGW just added the MoneyGram® ExpressPayment® service to its roster of payment options. MoneyGram enables MLGW customers to make cash payments on their utility bill at more than 100 Memphis area locations including all Walmart and CVS/pharmacy stores. The payment is posted to the account within 30 minutes, offering peace of mind that the bill is paid.

To make a payment, the customer needs either the MLGW account number or the phone number associated with the account, plus the last four digits of their social security number. TIO Networks will collect a \$2 processing fee from customers for each transaction; MLGW does not receive any revenue from this fee.

At Walmart, MoneyGram can be found at the customer service desk or in their MoneyCenter. When you pay your bill at Walmart, fill out the blue ExpressPayment form and hand it to the associate for processing. Be sure to use Receive Code 7679. At CVS/pharmacy, stop by the photo counter and pick up the MoneyGram phone to be connected to a MoneyGram representative, who will start the transaction. When asked for the Receive Code, use 7679.

For more information call 1-800-MONEYGRAM® or go to www.moneygram.com to find a convenient location today.

* MoneyGram® and 1-800-MONEYGRAM® are registered marks of MoneyGram. All other marks are owned by third parties.

Conserve and protect our water supply in honor of "Fix a Leak Week"

To foster water purity and conservation, the Environmental Protection Agency's WaterSense program has designated March 14-20 as the third annual "Fix a Leak Week." In honor of this occasion, MLGW urges you to check your plumbing and irrigation systems through three simple steps: check, twist, replace. In other words, check your home for leaks, twist and tighten fixture connections, and replace the fixture if needed. By finding and fixing leaks over the course of a week, you could save more than 10,000 gallons of water per year – enough to fill a backyard swimming pool – and up to 10 percent on your utility bills.

Also, if you have an irrigation system, don't forget to have your reduced pressure backflow preventer (RP) tested to make sure that it is protecting against the back-



flow of contaminants. This measure is required by the state of Tennessee, and failure to comply could result in your water service being disconnected.

Water is one of our most precious natural resources. Please do your part in protecting it for future generations.

MLGW Honored as Lifeblood's "Lifesaver of the Year"

MLGW was recently honored by Lifeblood as its 2010 Lifesaver of the Year, which is presented to the organization that collects the most blood among all groups in the Memphis area. MLGW employees donated 763 units of blood in 2010, making it the top donor organization. Potentially, Lifeblood could save up to 3,052 lives with these MLGW blood donations—one unit of blood can save up to four lives. MLGW has been Lifeblood's leading donor since 2009.



If you are interested in learning more about Lifeblood or making a donation, call 1-888 LIFEBLOOD or visit www.lifeblood.org.

Sorry, you dialed the wrong number...

Do you ever open your MLGW bill and find you have a question about your fire, sanitation, sewer, storm water

(continued on back panel)
