

MLGW Energy Saving Tips

Here are some tips to save energy this summer:

- Set the thermostat at 78 degrees.
- Use shades or drapes to block out the sun and keep your home cooler.
- Weatherstrip and caulk to prevent hot air from getting inside the home.
- Replace incandescent light bulbs with fluorescent bulbs that last longer and emit less heat.
- Turn off the water when you are brushing your teeth. Fill a glass with water and use that.
- Don't throw pet water away; use it to water plants.
- Keep lamps away from your thermostat.
- If possible, shade your A/C unit. The units run more efficiently when shielded from heat.
- Turn off TVs, lights and unused appliances. Also, use energy-saving power strips.
- Replace showerheads with low-flow showerheads.
- Use fans to circulate the air in the home.
- Clean area around the A/C unit.



Community Calendar

June 6-7: 2009 Sisterhood Outreach Summit & Showcase. Memphis Cook Convention Center, Downtown Memphis. For more information, visit www.sisterhoodshowcase.com.

June 6, 13, 20 and 27: Memphis Farmers Market. Fun activities for all ages, entertainment and fresh produce, 7 a.m. to 1 p.m. at the Central Station Pavilion, G.E. Patterson and Front Street. For more information, visit: www.memphisfarmersmarket.com.

June 19-21: Juneteenth Freedom and Heritage Festival, Douglass Park. Live music, food, vendors, job and health fairs. Contact Patricia Rogers, (901) 355-9009 or www.juneteenthmemphis.org



Customer Reference Number: 5/09



Customer CONNECTION



PRODUCED MONTHLY BY MEMPHIS LIGHT, GAS AND WATER DIVISION

MLGW has Nation's Ninth Lowest Bill

In the winter, when utility bills can be at their highest, Memphis residents still pay, on average, one of the lowest monthly residential utility bills in the nation.

In a recent survey of 35 metropolitan areas, Memphians had the ninth lowest typical monthly residential utility bill for the winter; the combined bill of electricity, natural gas, water and wastewater was \$334.93. Denver, CO had the lowest combined bill at \$232.14; New York posted the highest at \$627.11. The complete survey can be found at www.mlgw.com/newsroom.

"There are few cities that can say they have lower bills than ours. That is something that

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Low Rates, cont. from cover

every Memphian should be aware of and proud to say," said Jerry Collins, MLGW president and CEO.

According to the survey, Memphis has the lowest combined bill for any metropolitan area in Tennessee. Nashville (\$351.03) ranked 11th, Jackson (\$400) ranked 22nd, Chattanooga (\$383.61) and Knoxville (\$501.22) ranked 19th and 31st, respectively.

While MLGW bills are among the lowest in the nation, weather and customer usage have the strongest impact on customer bills. Customers can help control their usage and costs by practicing smart energy conservation.

Use these tools to save energy

The My Account section at www.mlgw.com gives customers the opportunity to take an in-depth, customized energy evaluation of their home and recommends areas where customers can employ some energy saving tactics. The utility also has brochures available to the public with energy saving information that can be found on the Web site. In addition, the utility's Energy Doctor program offers a free in-home analysis of your energy usage and tips to make your house more energy efficient. Call 528-4188 to schedule an Energy Doctor appointment.

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TVA Decreases Rates

The average MLGW customer can expect to see a decrease of approximately \$5 to \$6 in their electric bills compared to the first quarter of 2009. The seven percent rate decrease in TVA's fuel cost adjustment rate is a direct result of a decrease in TVA's fuel acquisition costs. This marks the second time this year that TVA has reduced their fuel costs and purchased power adjustment rates.



The average savings is based on 1,000 kilowatt hours of usage. TVA's fuel cost and purchased power rate was originally established in September 2006, and is adjusted quarterly. MLGW has no control over TVA's rates, and must pass all rate changes on to its customers.

The TVA fuel cost adjustment rate is noted on customer utility bills under the "Electric" rate heading.

"Although customers should not expect to see a drastic reduction in their bills, this rate decrease comes as great news, and we at MLGW hope this will be a continuing trend," said MLGW President and CEO Jerry Collins Jr.

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MLGW Honored for Reliable Operations

For the second time in four years, Memphis Light, Gas and Water has earned the American Public Power Association's (APPA) Reliable Public Power Provider™ (RP3) recognition for providing consumers with the highest degree of reliable and safe electric service. Of the more than 2,000 public power utilities in the nation, only 60 have received the RP3 designation.

The RP3 recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, training and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.



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